

Cash Transfers In or Out of a Till Procedure

To transfer cash into or out of a till, do the following:

1. Go to **Manager's Menu > Daily Bookkeeping Menu >Cash Transfer**.
2. Use the up and down arrow keys to highlight the till for the Transfer In or Out, then press **Enter**.
3. Make a note of the "Transfer Needed" amount and till number so that you can refer to it later. Press **F7** to quit.
4. Go to Cash Transfer under the Daily Bookkeeping menu. Select the short till and press **Enter**.
5. Select the Transfer In option. Enter the "Transfer Needed" amount from step #3. Press **F1 Update**.
6. Select an open till (one with enough cash to allow the transfer).
7. Select the Transfer Out option. Enter the "Transfer Needed" amount from step #3. Press **F1 Update**.
8. Remove the appropriate amount of cash from the till selected for the "Transfer Out."
9. Place the cash into the "Transfer In" till.
10. Recount the till using the Manager Till Count function.

Register Till Status

The Register Till Status screen is accessed through either the Manager's Menu > Daily Bookkeeping Menu, or through the Staff Menu. The till status screen shows:

- "Open tills" (tills that are in use on the sales floor).
- Tills that have been counted.

The Register Till Status screen provides information for these types of situations:

- Open vs. Counted Tills.

Note: this may be important toward the end of the business day, as the POS system cannot close the store if there is anyone who has not closed their till at closing time.

- If a partner has gone home and did not close their till (Status: Open) contact the Enterprise Help Desk at (888) 796-JAVA, option 1, to close the till.

Close Till from Manager's Workstation

Close Till from MWS Procedure

If a POS register malfunctions, preventing a register partner from closing their till, the Cash Controller can close the till from the MWS. The Cash Controller completes the following procedure:

1. Place all operating registers at the Restaurant Line System (RLS) screen.
2. From the **Manager's Menu** on the MWS, **Daily Bookkeeping Menu > Close Till**.
3. Use the up and down arrow keys to highlight the register partner's name, then press "Y" to close the till. Select **F3 Close**, press "Y" to confirm close till.
4. To verify the till has been closed, select **Till Status** from the **Daily Bookkeeping Menu**. It will show **Closed**.
5. Reboot all registers.
6. Call the Enterprise Help Desk to determine the reason for the register malfunction.

Credit Card Chargeback Process

Credit Card Chargeback Process

After preparing the daily deposit, all signed credit card sales drafts should be consolidated, stapled together and stored in the dedicated Sales Media Envelope in the Daily Records Book. Do not send drafts to Sales Audit unless asked. Never send the originals.

If a credit card transaction is disputed by a customer, the Sales Audit team will send an email to the store and district manager requesting the specific Sales Draft(s) be faxed to Sales Audit. The store will have 10 days from the time the email is sent to complete the fax.

The fax number and any other necessary information will be included in the email. If the Sales Draft is not faxed to Sales Audit, the amount of the disputed transaction will be charged to the non-sufficient funds (NSF) line of the store's P&L.

Close Store Procedure

To send the day's business information to the SSC from the MWS and POS system, it is necessary to complete the **Close Store** procedure. This allows the system to close transactions from the current day, create new files for the next day and set the store's system to be polled. Failure to properly complete this procedure will cause a polling failure that can result in lost or inaccurate sales reporting.

Close Store Procedure

To complete the **Close Store Procedure**, follow these steps:

1. Make sure all tills are closed, and all register screens are in the first screen mode (the RLS key is displayed on screen).
2. From the **Main Menu** at the MWS, select **Close Store** and press **Enter**.
3. Enter password, then **Enter**.
4. The message **You are about to begin the end of day process (Y/N)?** will appear; select **Y**.
6. A black screen will appear and the register drawers will open. If one or more of the drawers did not open, check first that the drawer is not locked with the register key. If this isn't the problem, call the Enterprise Help Desk.
7. Leave all POS registers and the MWS on. Partners can punch out using the POS registers, but the MWS cannot be used.

Management Cash Control Functions

This section includes information for the store manager only.

Manager Responsibility for Store Operating Funds

One of the primary responsibilities of store management is to control and protect all funds in the store. The store manager is ultimately accountable for all aspects of cash control being followed on all shifts. The store manager is also responsible for implementing cash control policies, identifying and correcting cash control violations and irregularities, and communicating to the district manager any issues or concerns that arise.

Cash Controller Keys Standards

- There should be three sets of cash controller keys for cash control in the store. There should be one set each for:
 - The store manager: This set is kept with the store manager at all times.
 - The cash controller on duty: This set rotates with the assignment of the cash controller role and is secured in the safe each night.
 - Emergency: This set is sealed in an envelope that is signed and dated by the store manager, and should be kept in the inner compartment of the safe.
- The cash controller's set of keys should be handed to the next cash controller at change of shift, or left inside the safe's non-locked compartment at store close.
- Each set of cash controller keys includes:
 - Drop box key(s)
 - POS register drawer key (IBM key)
 - Store key
 - Bank depository key
 - Keys for any locked drawers
 - Internal safe compartment key (for stores with Amsec™ safe only)
 - Closed circuit television (CCTV) and VCR lock box key (for limited stores)

Note: Keys that are not specific to cash control, such as storage room keys and paper dispenser keys, should be attached via a removable clip. This prevents the cash controller from giving the cash controller key ring to a partner that needs access to non-cash control keys. The cash controller key rings should not include any Starbucks logo items.

Cash Shortage Policy

The store manager is accountable for all store funds including over/short amounts. Total monthly cash overages or shortages in excess of 0.15% of sales may result in Corrective Action.

Adjust Opening Fund Amount

Adjusting Opening Fund Amount Procedure The Opening Fund amount is set at a default of \$200. This amount can be adjusted by the following procedures:

1. From the MWS select “Managers Menu”, “System Support Menu”, “Change Default Open Fund Amount”
2. Enter open fund amount between \$50-\$300.
3. Select **Enter**, save and quit.
4. Reboot **ALL** POS registers (The updated opening cash fund will not be reflected until the reboot occurs.)

Note: Changing the Default Open Fund amount here does not change any information within the Store Operating Funds screen.

Maintaining Store Operating Funds Balance

Store Fund Balance Standards

- The store operating fund (change bank plus till bank) total must always remain the same.
- Store operating funds are changed only with the approval of the district manager.
- Any discrepancies over US\$20 in these balances must be immediately reported to the district manager by the cash controller on duty for further investigation.
- If the change bank has been shorted to ensure a till is at opening fund, document the shortage in the comments box of Safe Count section of the Cash Management Log. The change bank must be returned to the correct amount the next time the deposit is prepared.

Updating the Daily Store Fund Balance Standards

- The balance of the Daily Store Funds (also known as the Daily Store Operating Fund) must match accounting records in Sales Audit at the SSC. Differences will be charged to the over/short line of the store’s P & L.
- Store managers must verify and **update** the Change Bank and Till Bank in the **Daily Bookkeeping Menu weekly**.

Updating the Daily Store Fund Balance Procedure

Refer to the Report Store Operating Fund Procedure on the Cash Management Log Policies, Standards & Procedures page which is located on the reverse side of the blue tab in the Daily Records Book.

Adjusting Store Operating Funds Procedure

The district manager and store manager should work together to determine when an increase or decrease to the total store operating funds is necessary. Once the district manager has approved the increase or decrease, follow this procedure to adjust store operating funds.

1. Prepare the daily deposit according to the procedures provided in this section.
2. Select **F2 – Adjust** before entering the consolidated deposit figures for cash, coin and check. These four options will appear on the screen:
 - Increase Change Bank
 - Decrease Change Bank
 - Increase Till Bank
 - Decrease Till Bank
3. Select the appropriate option, then add money to(or remove money from) the deposit for the Change Bank or Till Bank to complete the adjustment.

Random Till Audits

Random Till Audits Overview

Till audits will reduce the number of partners associated with a drawer over/short and can create individual over shorts. Till Audits can create individual cash over/shorts

Till audits can be used to identify cash mishandling, as well as internal theft. However, till audits should also be used to identify good cash handling.

If only one partner has been assigned to a till in a day, the cash variance is an individual over/short.

Random Till Audit Standards

- Random till audits must occur a minimum of twice per week by the store manager.
- New partners should be till audited to ensure compliance to cash handling standards, such as dropping twenties.
- Any discrepancies in the audited till count must be addressed through coaching and/or corrective action following the standards for cash handling policy violation.

Random Till Audit Procedure

Refer to the Till Audit Procedure on the Cash Management Log Policies, Standards & Procedures page which is located on the reverse side of the blue tab in the Daily Records Book.

Point of Sale (POS) Manipulation

POS manipulation is the most common form of cash theft in our stores. There are many ways to manipulate the POS record of register sales. Many of the ways are common to all businesses where a cash register exists, while some are unique to our business. Some of the common methods that dishonest Starbucks partners have stolen from the register are reviewed in this section. After the description of each method is a tool or technique for discovering and preventing it.

As a deterrent to theft, partners should be aware that all transactions rung into the registers are visible to P&AP and other SSC departments.

Partner Potential Indicators

The following items are tracked and audited by the Partner & Asset Protection team for policy and procedure. Exception-based reporting of POS activity is regularly utilized to investigate policy exceptions and potential fraud. Corrective action, up to and including termination, and/or prosecution may result. Observation of these activities by any partner should be reported to the district manager for follow-up investigation with Partner & Asset Protection.

High Line Item Voids

The line item void key has a legitimate use: to delete incorrectly rung items or correct a transaction when a customer changes their mind. Excessive line voids may be a training issue, or a sign of theft.

Example: A partner accepts the money, voids out the item purchased and takes the cash. When actual sales are voided, dishonest partners often place the amount of the voided sale in the register, giving the transaction the appearance of a typical sale. This creates an overage that can be discovered with a random till audit. The dishonest partners typically track these transaction amounts in different ways (see “Tracking Signs Outside Register”).

Low Transaction Amounts

Transactions that total less than US\$1.10 are usually legitimate (when they are fairly consistent amongst partners in similar day parts). If a partner begins showing an exceptional trend that is different from other partners, and there are no other mitigating factors, this could be a sign of theft.

Example: A partner, knowing the cost of most items purchased, asks the customer for the correct amount and then rings in a small value item to open the drawer to deposit the cash or make change. The partner tracks (see “Tracking Signs Outside Register”) the cash total and takes it from the till. Like fraudulent Line Voids, improper sales less than a dollar will lower a partner’s total sales and average ticket.

Partner Beverages

A significant increase in partner beverages may be a sign of theft. Partners are entitled to free beverages during their shift. All partner beverages must be rung in the

POS by another partner using the partner's number from their Partner Card. Stores and partners have consistent numbers of these Partner Beverages.

Example: A dishonest partner may use the partner beverage key when a customer makes a purchase. If the customer is purchasing more than one item (coffee and pastry) the drawer will open but the beverage will not be recorded as a sale. The dishonest partner will take the cash.

Refill Key

A significant increase in the number of refill transactions, with no other mitigating factors, could be a sign of theft. Sit-down ("for here") customers are entitled to a coffee refill at a special price (U.S. only). Refills are not permitted when customers leave the store and return for another cup of coffee.

Example: The partner rings in a refill instead of the legitimate customer order. The cash drawer will open to deposit the cash or make change. The partner will take the cash.

Frequent Cash Shortages or Overages

Frequent or significant overages or shortages could be a sign of theft.

Example: Overages/shortages can occur when a dishonest partner is stealing and cannot keep track of the exact amount they intend to take from their till drawer. Overages/shortages may also occur when dropping bills into the wrong drop box or making change, but the over/short amount would be offset by the other till drops in these situations.

Excessive Refunds

Refunds are a normal part of doing business. Individual stores and partners will establish a fairly consistent refund pattern. A significant increase in cash or credit card refunds, with incomplete information, may be a sign of theft.

Example: A dishonest partner may frequently create cash or credit card refunds using false or incomplete "customer" information. The partner then takes the cash or credits their personal credit card with the refund amount.

Cash in Wrong Place in the Register Drawer

When coins or currency are in the wrong slot in the register, or under the till drawer, it may be a sign of theft.

Example: If a partner is stealing using one of the above methods they may place all the “stolen” cash in a separate slot in order to keep track. Coins of different values together in particular location could be a sign of tracking the “stolen” cash. The partner may have a system of assigning a dollar value to each coin (e.g., penny = dollar, nickel = five dollars etc.)

Tracking Signs Outside the Register

A partner who is stealing may keep track of the “stolen” cash using a variety of items that would not normally seem out of place.

Example: Partners may use a calculator, paper clips, coins or even coffee beans on the till ledge, an improper coin slot, as a way of keeping track of “stolen” cash (e.g. pennies in the nickel cup, a piece of paper with marks on it, ink slashes on their hands, etc.). These items would be somewhat arranged near their work area at the register.

Blocking the Register Window

If the customer readout window of the register is normally unobstructed but is covered by something whenever a partner is on the till may be a sign of theft. The partner may be using any of the aforementioned POS manipulation methods and does not want the customer to see what is actually being rung into the register.

Comparative Sales

If comparative sales (comp sales) are decreasing for no apparent reason or are inconsistent daily, it may indicate that one or more partners are stealing.

ALS Labor Compliance

If a store feels understaffed for the flow of customers or the customer count is dropping but the store seems busy, it may be a sign of theft.

Example: If one or more partners are not ringing in sales then the ALS system is not creating labor hours for the transactions generated. The result is lower ideal labor based on fraudulently low sales.

Pastry Variance

High pastry cost of goods sold (COGS), combined with low markouts could be a sign of partner theft (consumption) or not being rung in. Unusually high markouts may be an indication that markouts being rung through the register to cover up theft.

Average Ticket

Low or unexplained fluctuations in average ticket may be a sign of theft, especially when measured against comparable store sales from previous days or weeks in the recent past.

Example: Partners ringing in items of small value, refills and/or modifiers instead of the actual purchase will reduce the average ticket.

Cash Management Reports

The Deposit Activity Report and the 28 Day Cash Over/Short Trending Report provide the means to track cash over/shorts by drawer assignment and by partner.

These reports are critical tools that will support store management in reviewing cash over/shorts and following up appropriately when cash is mishandled or missing. These reports, when used in conjunction with the Cash Management Log, provide a record of cash movement.

Starbucks measures cash loss as a percentage of cash sales. The target is to be at or below .10%. That means if your weekly cash sales are \$20,000 then your cash loss should not exceed \$20 total per week. .10% is the maximum cash loss allowed.

Deposit Activity Report

Shows cash over/shorts by register assignment (Register 1 Top, Register 1 Bottom, Register 2 Top, etc) for each day of the week.

- This report is archived weekly for 25 weeks.
- Lag time is 2 days

Under each register assignment are listed the names of each partner who rang on the register that day, for each day of the week.

- Each drawer over/short is the variance between the Total Cash Sales (as recorded by the POS) of a Drawer +/- the Actual Cash manually counted for that drawer during the deposit process by the cash controller.
- Example: Drawer 1 Top had a Total Cash Sales of \$854.91, the Actual Cash manually counted during the deposit process for Drawer 1 Top is \$850.87, cash shortage for Drawer 1 Top is -\$4.04
 - Total Cash Sales (\$854.91) +/- Actual Cash Counted (\$850.87) = Drawer O/S (-\$4.04)

Total Drawer Over/Short

The Total Drawer over/short is the variance between the Total Cash Sales (as recorded by the POS) of a business day +/- the Actual Cash manually counted and entered into the BOPC for all Drawers during the deposit process for that business day.

Example: Total Cash Sales equal \$2315.20, the Actual Cash counted of all Drawers equals \$2317.12 for an overage of +\$1.92

- Total Cash Sales (\$2315.20) +/- Actual Cash Counted (accumulative of all cash drawers) (\$2317.12) = Total Drawer O/S (+\$1.92)
- Drawer over/short of \$5 or more require documented coaching if the drawer is assigned to more than one partner. Corrective action should be used if the drawer is assigned to one partner.
- Mis-dropped and mishandled funds should also be addressed as they are cash handling issues.

Deposit Count Over/Short

The Deposit Count over/short is variance between the Total Drawer count (the total combined \$ amount from each drop bag as it was entered into the Back Office PC (BOPC) by the cash controller preparing the deposit) +/- Total Cash Sales (as recorded by the POS) of a business day.

- The Total Deposit count is the amount the cash controller manually enters into the BOPC prior to accepting the deposit. This amount includes any adjustments that have been made to the final deposit amount.
 - For example if \$1 must be removed from the final deposit amount to balance out the safe that is short \$1 or if \$2 is found behind a drop box and needs to be added to the final deposit amount.
- An adjustment may also need to be made if the cash controller incorrectly counted an individual till drop bag.
 - For example: a till drop bag contains \$387.52; however the cash controller mis-counts the funds by -\$1 and enters \$386.52 into the BOPC. When counting the total cash amount to be deposited, the final deposit amount is over by +\$1. Therefore, the Total Deposit count entered by the cash controller prior to accepting the deposit must be adjusted to account for the +\$1.

Variance

The Variance line on this report is calculated by Total Drawer Over/Short +/- the Deposit Count Over/Short.

Example: Total Drawer O/S = -\$5.57, Deposit Count O/S = -\$4.57 the Variance would be +\$1

If all till drops bags have been counted and the amounts entered correctly into the BOPC and no adjustment, miscounting has occurred or incorrect entries have been made to the final deposit amount the Variance should be 0 (zero).

If the Total Drawer Over/Short and Deposit Count Over/Short do have a Variance +/- more than 0 (zero) follow up with the cash controller who prepared the deposit and inquire on the reason of the Variance.

Total Drawer Deposit

The Total Drawer Deposit is the combined total cash of all till drop bags as entered by the cash controller.

Final Adjusted Deposit

The Final Adjusted Deposit amount is the deposit amount accepted by the cash controller preparing the deposit and which will be transported to the bank. This amount includes any adjustment made to the deposit by the cash controller prior to the final accepting of the deposit.

28 Day Cash Over/Short Trending Report

This report displays cash over/short activity for the previous 28 days.

- This is a rolling report and at any time you can access the previous 28 days
 - NOTE: there is a 2 day lag on the report. If it is 05/04/2010 the report will show 05/02/2010 as the most recent date.
- This report is not archived.

Each time a partner is associated with a drawer over/short exceeding \$5 (+/-) they will appear on the report. Drawer over/shorts *less* than (+/-) \$5 do not appear on this report.

- The over/shorts displayed on this report are the drawer over/shorts which is why partners who worked on the same drawer will have the same over/short variance on a specific day.
 - For example: On 04/05 Joe Java and Betty Barista each show a shortage of -\$20.24. This means that both Joe and Betty were on Drawer 1 Top and had a combined drawer shortage of -\$20.24.
- This report is intended to aid the store manager in easily identifying partners most frequently associated with drawer over/shorts.
- The report is sorted with the partner associated with the greatest overall (28 day combined) negative variance at the top.
- The *Count* column indicates the number of times the partner has been associated with a drawer over/short (in excess of \$5) in the past 28 days.
- This report should be used whenever cash variances occur to identify partners who may have cash handling performance issues.
- This report should be used in conjunction with the Deposit Activity Report which provides more detailed data.
- This report can help the store manager identify which partners should be till audited.
- Partners with the highest number of drawer over/short associations and the highest combined Total Over/Short should be till audited.

Total Drawer Over/Short

The Total Drawer over/short is variance between Total Cash Sales of a business day +/- the Actual Cash manually counted for all Drawers during the deposit process for that business day.

- **NOTE:** the Total Drawer Over/Short includes ALL drawer over/shorts for that business day, not just the drawer over/short exceeding \$5 (+/-) that are listed in this report.
 - The Total Drawer Over/Short will match the corresponding day's Total Drawer Over/Short from the *Deposit Activity Report*.
 - Example: Total Cash Sales equal \$2315.20, the Actual Cash manually counted of all Drawers equals \$2317.12 for an overage of +\$1.92
 - Total Cash Sales (\$2315.20) +/- Actual Cash Counted (accumulative of all cash drawers) (\$2317.12) = Total Drawer O/S (+\$1.92)

Deposit Count Over/Short

The Deposit Count over/short is variance between the Total Drawer count (the total combined \$ amount from each drop bag as it was entered into the BOPC by the cash controller preparing the deposit) +/- Total Cash Sales (as recorded by the POS) of a business day.

- The Total Deposit Count is the amount the cash controller manually enters into the BOPC prior to accepting the deposit. This amount includes any adjustments that have been made to the final deposit amount. For example if \$1 must be removed from the final deposit amount to balance out the safe that is short \$1 or if \$2 is found behind a drop box and needs to be added to the final deposit amount. An adjustment may also need to be made if the cash controller incorrectly counted an individual till drop bag.
 - The Deposit Count Over/Short will match the corresponding day's Deposit Count Over/Short from the *Deposit Activity Report*.

Managing Cash in Your Store

Store managers must remain focused on actively managing cash in their store to prevent cash handling issues and/or cash loss. Store managers are required to review the CML and reporting daily and to take action immediately when cash handling issues or cash loss occurs. Refer to Cash Management Reports section for more information.

Anytime a drawer over/short is \$5 or more documented coaching and/or corrective

action is required. Or, if the total over/short for any day is \$5 or more documented coaching and/or corrective action is required.

1. Review which partners were on a drawer with the over/short.
 - If only one partner has been assigned to a till in a day, the cash variance is an individual over/short and should be addressed appropriately through corrective action.
2. Inform each partner that they were associated with an over/short and investigate issues that may have caused it.
3. Plan a till audit on each partner **within three days** of the occurrence to see if any trends emerge.
 - Random till audits by the store manager (SM) must occur a minimum of twice per week. Till audits will reduce the number of partners associated with a drawer over/short and can create individual over shorts.
 - Review the Till Audit Procedure on the Cash Management Log Policies, Standards and Procedures for more information about the till audit process.

Note: Mis-dropped funds are cash handling issues. Even if cash is not missing, follow up with partners in a timely manner and provide coaching on the importance of correctly dropping funds.

Cash Loss Threshold

Starbucks measures cash loss as a percentage of cash sales. The target is to be at or below .10%. That means if your weekly cash sales are \$20,000 then your cash loss should not exceed \$20 per week.

Performance Management

Timely and open communication is important to effective performance management. Partners should be aware when they worked on a drawer where cash handling issues or cash loss occurred. All over/shorts of \$5 or more must be investigated by the store manager and timely follow-up coaching and/or corrective action must occur.

- If you complete a till audit or if only one partner was on a drawer with an over/short of \$5 or more then written corrective action is required to be given immediately.
- Cash Handling does not remove individual accountability. It is your responsibility to actively manage cash in your store and take action in a timeline manner when necessary.



The below is a recap on the conversation Serenity Marshall and Jennifer Gurtov had regarding Creating the Environment on Tuesday, November 25th, 2008.

Creating the environment: Develops a positive, respectful, productive, and professional work environment.

Derailer: Allows discriminatory or inappropriate behavior to exist in the workplace

The issue was brought to Serenity's attention about challenging closings.

- Serenity will schedule herself for one closing a week.
- Serenity will pop in on store during times she is not scheduled.

Management of Shift Supervisor performance in cash handling.

- Serenity will evaluate the Daily Records Book daily and have coaching conversations and documentation in a timely manner.

Performance Management of partners treating customers with respect.

- Daily coaching conversations with partners around Green Apron Behaviors.
- Review conversations/connections with team daily.

Cleanliness/Operations of store: Brought to attention on many occasions.

- Hold partners accountable daily to Duty Roster completeness.
- Hold SS accountable daily to FOH standards
- Re-visit cleanliness/general expectations of Bathroom Attendant and hold accountable.
- Utilize shifts to hold baristas accountable.
- Daily Values Walks

On review, was a needs improvement in Leadership.

Opportunity from review: To raise personal sense of urgency regarding operational execution and presentation to raise the level of service, customer experience, and store success.

Partner Signature

A handwritten signature in cursive script, appearing to read "Serenity Marshall".

Date

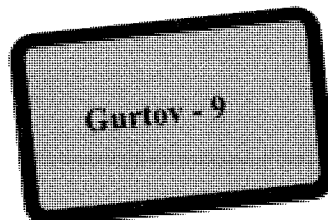
11/25/08

Manager Signature

A handwritten signature in cursive script, appearing to read "Jennifer Gurtov".

Date

11/25/08





Gurtov - 10

Creating the environment: Develops a positive, respectful, productive, and professional work environment.

Derailler: Allows discriminatory or inappropriate behavior to exist in the workplace

How could she have handled things differently with Jessica and Chris's closings?

.....rather than move Felicia to another daypart.

Telling SS Chris that she didn't trust him. What performance management could have happened in that place?

Cash Management Log not being filled out appropriately: Chris, Leodel, Nadine.

.....partners not being held accountable until I am involved.

Shift Supervisors: Treating customer disrespectfully, customer complaints.

.....shift meeting/partner meeting post customer voice results.

Cleanliness of store: Brought to attention on many occasions

.....becoming cleaner now, but not consistent.

.....Nicole's visits.

On review, was a needs improvement in Leadership.

Opportunity from review: To raise personal sense of urgency regarding operational execution and presentation to raise the level of service, customer experience, and store success.

Not holding partners accountable to higher standard in past

Having partners now fill out statements and sign, but is your action consistent with message?

Evening pop ups on closes to see what is happening, it's already been brought to our attention that closes are not good shifts to work on?

Customer Voice results dropping to 22% overall satisfaction.

Consistent Weekly customer complaints.

Serenity and I had a conversation regarding the above bullet points on Tuesday, November 25th, 2008.

Partner Signature _____ Date _____

Manager Signature _____ Date _____

Cleanliness / Store Operation

Multiple conversations

About store hours

walk-in not =

signage in later window
need to consistently follow up
in not result.

PERFORMANCE REVIEW FOR STORE MANAGER

Partner Name: Serenity Marshall
 Partner Number: 1088330
 Department: 847
 Supervisor's Name: Michael Nicodemus

Date Current Review Administered: 9/18/2008
 Effective Date of Current Review: 9/29/2008
 Time in Position: 33 month

Performance Ratings

- 3 - (CE) Consistently Exceeds Expectations (2.6 - 3.0): Performance and contributions consistently exceed the performance objectives of the position.
 2 - (ME) Meets Expectations (1.6 - 2.5): Performance and contributions meet the performance objectives of the position.
 1 - (NI) Needs Improvement (1.0 - 1.5): Performance and contributions do not meet the performance objectives of the position.

KEY RESPONSIBILITIES	Rating 1-2
Leadership: Trains and holds partners accountable for delivering legendary customer service. Provides appropriate coaching and direction to achieve operational goals. Drives implementation of company programs through partners. Reviews store environment/business indicators to identify and solve problems. Demonstrates a calm exterior presence during periods of high volume/unusual events.	1
Planning/Execution: Communicates clearly, concisely, and accurately to ensure effective store operations. Effectively manages staffing levels to achieve and maintain store operational requirements.	2
Business Requirements: Proactively analyzes financial reports to identify and address any trends or issues in store performance. Understands and uses all operational tools to achieve operational excellence, including ALS, status reports, QBRs, cash and inventory management. Solicits customer feedback to understand customer and community needs.	2
Partner Development & Team Building: Challenges and inspires partners to achieve business results. Develops and maintains positive relationships with store team. Regularly assesses performance, provides feedback, and sets challenging goals to improve partner performance. Appropriately recognizes individual and team accomplishments.	2
OTHER MEASURES	
STARBUCKS CORE COMPETENCIES	
Developing for the Future - Continuously fosters the development of partners for current role or future role.	2
Achieving Measurable Results - Consistently exceeds goals, dedicated to exceeding the expectations of internal and external customers.	2
Personal Learning - Takes personal responsibility for the continuous learning of new knowledge, skills and experiences.	2
Planning and Organizing - Establishing courses of action for self and others to ensure that work is completed efficiently.	2
Leadership Courage - Willing to take a managed risk to drive the business forward.	2
Significant Accomplishments:	Overall Rating
Success in developing Carla to ASM and supporting Leedel's PIP. Improved performance in customer voice metrics and consistent response rate above 30. Success in promotional contests such as the whole bean, espresso excellence, daily brew, and Vivanno. 5th highest Ecosure cleanliness score in Area 82. 90 day turnover below 30%. Financial management in regards to food inventory control. Scored a 97% on the Daily Records Book section of the PNAP audit.	1.9

Performance Improvement Opportunities in Current Role:

Continue to set direction and inspire your team to exceed a 90% on Ecosure audit and have consistent café cleanliness. Inspiring partners to see more of a future with Starbucks to reduce barista turnover of 166%. To continue to raise hiring practices to hire for future leaders and continue consistently holding partners to policy and procedure. To raise personal sense of urgency regarding operational execution and presentation to raise the level of service, customer experience, and store success. Could show more creativity and proactivity in finding ways to drive sales when coming just short of sales targets.

Signatures and Dates:

Manager's Signature

Date

Partner's Signature

Date

* Partner's signature indicates this review has been discussed and does not necessarily indicate the partner's agreement with the contents.

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STAR_MARSHALL0000183



PERFORMANCE EXPECTATIONS & RESULTS – Non Retail and Field Leadership

Partner Name: Serenity Marshall	Position Title: Store Manager
Partner Number: 1088330	Fiscal Year Date: 09/18/09

Q1: What's Important and Where to Focus (for partners new in position, complete within first month of hire)	Date Completed:
List the targeted results, goals and accountabilities to be achieved in order to be effective in your job. Reference the Core Competencies on the back of this form for determining how to achieve goals and accountabilities.	
<p>Goal 1: Increase our brewed coffee sales by 50%</p> <ul style="list-style-type: none"> All partners at 90 days are able to describe coffee origin, distinction between coffees and conduct legendary coffee tasting's We will measure success by increasing our Brewed Coffee Sales We will maximize the sales potential of our Coffee Traveler Sales with a goal of every store selling at least one each day <p>Goal 2: Reduce overall barista turnover by 20%</p> <ul style="list-style-type: none"> Our promise is that NO SHIFT WILL RUN SHORT Our goal is to create great partners environments such that it results in no more than 1 partner per month choosing to leave District Managers are committed to engaging and connecting all new partners within their first 7 days of joining Starbucks We have a strong commitment to our partners ongoing training and development such that we have a robust pipeline of talent to take on next level challenges at all levels <p>Goal 3: Increase overall satisfaction by 10% and/or achieve goal of 75%</p> <ul style="list-style-type: none"> We will provide a world class experience to our guests by providing front of the house leadership, ensuring we are 100% staffed with legendary partners in stores that are immaculately clean <ul style="list-style-type: none"> This will be measured through... <ul style="list-style-type: none"> Eco Sure scores with a goal of 90% or better Customer Voice Overall Satisfaction, Cleanliness and Speed scores achieving a minimum goal of 75%. Respondents meet or exceed 30 per store, per month SM's, DM's and RD's provide servant leadership to their teams while working the busiest days and day parts (peak periods) <ul style="list-style-type: none"> We create enthusiastically satisfied customers by personally connecting with guests daily <p>Goal 4: Deliver a sustainable economic model</p> <ul style="list-style-type: none"> It is through the tactics and strategies outlined above that we will achieve our sales and contribution targets. This will be our ultimate definition of success. 	

Q2/ Q3: Check-in on Progress and Changes	Date Completed:
Discuss performance to date, key learnings and next steps. Reference the Core Competencies on the back of this form as you explain how they were effectively utilized to achieve goals and accountabilities.	
<p>Goal 1: Brewed coffee goal YTD March: \$152,762, Actual: \$124,260 (-28,502) Tea goal YTD March: \$83,352, Actual: \$73,938 (-9,414)</p> <p>Coffee traveler sales are not sustaining from contest. Not consistently selling at least 1 traveler a day. Whole bean sales are up \$941 YTD, however trending down in March, (-\$378 to LY). Not all partners have completed their coffee passports/nor conducting legendary coffee tastings.</p> <p>Goal 2: Turn 7 baristas since October '09. Two shift supervisors. Of them, 1 shift and 3 baristas were voluntary. Continue to develop ASM, Alfred Bernetti, in position to become SM.</p> <p>Goal 3: Ecosure for FY'09: 77.7 vs goal of 90% Customer Voice Overall Satisfaction: 22, 37, 48, 41, 46, 43. Not making consistent improvement in overall satisfaction.</p> <p>Goal 4: Food UPH: fluctuates between 26-28 vs. LY of 33-36. Bakery Variance in 03/09 was 1.8, YTD is 4.3. Sandwich Variance in 03/09 was 0.8, YTD is 7.5</p> <p>(Improvements in markout/variance management have improved, however focus needs to remain on driving profit and growing UPHs By 5% vs. LY)</p> <p>Cash shortage in March of \$286, YTD: \$1,183</p>	

Q4: Review Results and Accomplishments	Date Completed:
Provide examples of the actual performance against goals. Describe the competencies/behaviors that were demonstrated in achieving these results. Reference the competencies on the back page of this form.	
<p>Results attached on Scorecard and P&L.</p> <p>In regards to changes to goals, the 4 areas critiqued against results are Ecosure, Customer Voice, Turnover and Controllable Contribution.</p> <p>Ecosure: 77.8, Customer Voice: Overall Satisfaction as of July: 51.4%, YTD: 40.2%, Controllable Contribution: YTD: 43.4 vs target of 43.1.</p> <p>Turnover:</p> <p>Serenity has struggled throughout FY '09 to achieve results. In the beginning of the year, Serenity struggled achieving results due to opportunities in competencies across the board: Puts the Customer First, Works well with Others, Leads Courageously, Develops Continuously, Achieves Results. After taking an LOA in April, Serenity has shown improvement in competencies. She is able to see the connection between operations and customer experiences. She has taken risks to drive the business forward and create fast service by adding an additional partner to peak, however continues to wait for direction from DM in certain areas before taking action. She has recently taken on the role to organize interview dates for the team, and has also helped in developing SMs to build interview skills (ie...Samba) She is</p>	

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gaining momentum in building relationships, not only in her store, but also amongst her peers. She has offered help in training peers new hires. She continues to show opportunity is leveraging the strengths of her peers to get things done. Serenity has shown improvement in her leadership style, and articulates clear expectations to store partners of future achievements. She has also been following up with team in an efficient manner to these expectations. She has been working to ensure partners are developing to meet job requirements. It is essential going into FY '10 that Serenity focuses on the company goals and independently comes up with strategies to achieve these goals. Check and Adjust will be essential in achieving such results.

Accomplishments: 100% Health Department visit.

Summary of Top Achievements, Strengths and Areas for Development:

Achievements: Work with TRUE and involving the district as a team.

Controllable Contribution YTD is 43.4 vs target of 43.1.

Development Opportunities:

Develops Continuously: Serenity needs to focus on actively seeking work opportunities, job assignments and projects that will increase her skill level, as well as make learning and personal development a priority. She needs to calibrate with partners and peers to create specific, measurable and realistic development plans and independently/continuously build bench strength within her organization to meet talent needs, and take action to promote high performers.

Achieves Results: Serenity plans and puts action plans in place, however, does not consistently check and adjust. She will continue to drive initial plan, even when it is not yielding the results she is looking for.

Leads Courageously: Serenity needs to focus on taking calculated risks to achieve results, and coming up with plans independently. I would also like to see her solicit feedback from team to come up with creative solutions to challenges.

Works Well with Others: Adjust delivery style to fit the message and audience and inspire both partners and peers.

Puts Customers First: Integrate customer trends and market/industry knowledge into future strategies and approach to customer service.

OVERALL RATING:		Meets Expectations		Manager provides an overall rating as a reflection based on performance against goals, accountabilities, and the use of competencies in achieving results.	
Must Improve		Meets Expectations		Above Expectations	Consistently Exceeds
Achievement of goals and key accountabilities is below expectations		Achieves all or the majority of goals and key accountabilities		Consistently meets and often exceeds in achieving goals and key accountabilities	Consistently exceeds in achieving goals and key accountabilities; pushes the organization to the next level and inspires others to excel

* MI rating requires Performance Improvement Plan

Partner Signature *Serenity Marshall* Date *9/18/09*

Manager Signature *[Signature]* Date *9/18/09*



Partner's signature indicates this review has been discussed and does not necessarily indicate the partner's agreement with its contents

PERFORMANCE COMPETENCIES & DEVELOPMENT PLAN

CORE COMPETENCIES FOR ALL PARTNERS:

Puts the Customer First: Has a relentless focus on the customer. Understands what the customer wants and how to best deliver the experience.

Works Well with Others: Listens and communicates well with others within and outside of Starbucks. Creates a team environment that is positive and productive.

Leads Courageously: Takes personal responsibility to do the right thing, and persists in times of challenge or uncertainty. Adapts quickly to change and makes timely, thoughtful decisions.

Develops Continuously: Continuously seek opportunities to improve self and others. Leads with trust, honesty and commitment to hire, coach and develop partners to achieve their potential.

Achieves Results: Understands what drives overall business success and is accountable to prioritize and deliver quality results. Demonstrates knowledge of core products and processes to get results. Anticipates obstacles and takes action to prevent or minimize their impact.

DEVELOPMENT PLAN:

Using feedback from recent performance review, create a development plan with the partner. Review progress against the plan at mid-year, but be sure to provide on-going feedback about progress throughout the year.

Define skills and competencies for development; Identify how success will be measured

Date Completed:

Identify specific activities and experiences to learn and apply new skills/competencies

Document progress at mid-year and on-going, as needed

Date:

Date:

Date:



PERFORMANCE EXPECTATIONS & RESULTS – Non Retail and Field Leadership

Partner Name: Serenity Marshall	Position Title: Store Manager
Partner Number: 1088330	Fiscal Year Date: 2010

Q1: What's Important and Where to Focus (for partner's growth, not necessarily within his growth channel)	Date Completed:
List the targeted results, goals and accountabilities to be achieved in order to be effective in your job. Reference the Core Competencies on the back of this form for determining how to achieve goals and accountabilities.	
Be the Undisputed Coffee Authority Goal 1: Customer Sat.: Taste of Beverage (% of highly satisfied) 78% Goal 2: VIA Sales variance to target Engage & Inspire our Partners Goal 3: Total Store Turnover 65% or 10% improvement, measured on a rolling 12-month period Goal 4: Barista New Hire Failure Rate: 20% Ignite the emotional attachment with our customers Goal 5: Customer Overall Satisfaction: 77% Goal 6: Friendliness: 85% Goal 7: Speed of Service: 75% Goal 8: QASA overall score: 90% Deliver a sustainable economic model: Goal 9: Sales: 100% of target Goal 10: Labor: V2I not greater than 0% Goal 11: Labor: V2 NC not greater than 0% Goal 12: Profitability: CC: 100% of target	

Q2 / Q3: Check-in on Progress and Changes	Date Completed:
Discuss performance to date, key learnings and next steps. Reference the Core Competencies on the back of this form as you explain how they were effectively utilized to achieve goals and accountabilities.	
Be the Undisputed Coffee Authority Goal 1: Customer Sat.: Taste of Beverage (% of highly satisfied) 78%: 40.4% Goal 2: VIA Sales variance to target: up \$764 Engage & Inspire our Partners Goal 3: Total Store Turnover 65% or 10% improvement, measured on a rolling 12-month period: 122.6% Goal 4: Barista New Hire Failure Rate: 20%: 100% Ignite the emotional attachment with our customers Goal 5: Customer Overall Satisfaction: 77%: 40% Goal 6: Friendliness: 85%: 63.6% Goal 7: Speed of Service: 75%: 36.4% Goal 8: QASA overall score: 90%: not shopped yet for this year, however has not shown consistency in QASA standards Deliver a sustainable economic model: Goal 9: Sales: 100% of target: up \$110,452 to target, 13.5% comp growth Goal 10: Labor: V2I not greater than 0%: (0.2%) Goal 11: Labor: V2 NC not greater than 0%: 0.1% Goal 12: Profitability: CC: 100% of target: up \$90,671, up 6.7% to target Other: Food UPH growth: up 3.1%- goal of 5% increase Coffee Cadence: not consistent Development: promoted Becky Bledsoe to SS MCM: Nicole Mateulewich, Mari Fetzer, Kerl Errico	

Q4: Review Results and Accomplishments	Date Completed:
Provide examples of the actual performance against goals. Describe the competencies/behaviors that were demonstrated in achieving these results. Reference the competencies on the back page of this form.	

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Be the Undisputed Coffee Authority

- Goal 1: Customer Sat.: Taste of Beverage (% of highly satisfied) 78%: 57%
 Goal 2: VIA Sales variance to target: up \$198

Engage & Inspire our Partners

- Goal 3: Total Store Turnover 65% or 10% improvement, measured on a rolling 12-month period : 99.2%
 Goal 4: Barista New Hire Failure Rate: 20% : 54.5%

Ignite the emotional attachment with our customers

- Goal 5: Customer Overall Satisfaction: 77%: 72%
 Goal 6: Friendliness: 85% : 81%
 Goal 7: Speed of Service: 75% : 69%
 Goal 8: QASA overall score: 90% : 87.6%

Deliver a sustainable economic model:

- Goal 9: Sales: 100% of target: up \$245,447 to target, 20.5% comp growth
 Goal 10: Labor: V2I not greater than 0%: 0.6%
 Goal 11: Labor: V2NC not greater than 0%: 0.2%
 Goal 12: Profitability: CC: 100% of target: up \$182,473, up 5.8% to target

Summary of Top Achievements, Strengths and Areas for Development

Puts Customer First: Effective: Serenity is aware of what creates satisfied customers, knows the key drivers of overall customer satisfaction, and coaches her team on how they contribute to overall store success. Serenity has committed, in the latter half of this year, to consistently model and coach legendary service as well as set clear customer service and coaching expectations to her shift team. Serenity needs to maintain this focus consistently throughout FY'11. I would also like to see her continue to problem solve to achieve greater efficiency, influence customer decisions.

Works Well with Others: Effective: Serenity creates an environment where partners feel comfortable and communicates with her team in a clear, concise and sincere manner. She delivers difficult messages with confidence. I would like to see Serenity effectively build and utilize working relationships, both with partners, peers and support to get things done.

Leads Courageously: Ineffective: Throughout this past year, Serenity has struggled with leading courageously. She has not consistently made timely and effective decisions, she has pushed decisions upward, she has waited for things to be clearly defined (sometimes even multiple times...ie...cleanliness). She has struggled with helping partners maintain focus during competing priorities. Serenity has begun to turn around these behaviors over the course of the last quarter, however has not been a significant/consistent change to show full turn around in behaviors. I would like to see Serenity focus on articulating a clear picture of future achievements to her team, as well as clear expectations on how to achieve results (QASA, customer focus expectations of values walks, 10 minute timer/lobby slide routine, VIA....)

Develops Continuously: Effective: Serenity has been an MCM multiple times over the course of the past year. She provides ongoing coaching to her team to strengthen performance and adapts her coaching style to meet diverse needs and learning styles. She has also played a role within district to help prep partners for interviews for next level. I would like to see Serenity ensure that she consistently utilizes tools, pdps to calibrate with partners and create specific, measurable and realistic development plans.

Achieves Results: Ineffective: Serenity has not consistently utilized plan, do, check, adjust throughout this past year. She has also not consistently held herself or her team accountable to success measures. She has had difficulty root causing/problem solving to remove obstacles for her partners. Again, over the past several months, Serenity has shown a renewed focus and has begun leading her team to be successful against achieving results. This must be the foundation for FY'11. Serenity is not to lose sight of the success she has had over the past few months and move backwards. Areas of continued focus include: VIA, QASA, Customer Voice, succession planning and turnover, cash over/short.

OVERALL RATING		Meets Expectations		Manager provides an overall rating at least based on performance against goals, accountabilities, and the use of competencies in achieving results.	
Must Improve	Meets Expectations	Above Expectations	Consistently Exceeds		
Achievement of goals and key accountabilities is below expectations <small>* MI rating requires Performance Improvement Plan</small>	Achieves all or the majority of goals and key accountabilities	Consistently meets and often exceeds in achieving goals and key accountabilities	Consistently exceeds in achieving goal and key accountabilities; pushes the organization to the next level and inspires others to excel		

Serenity Marshall
 Partner Signature

10/4/10
 Date

[Signature]
 Manager Signature

10/4/10
 Date



Partner's signature indicates this review has been discussed and does not necessarily indicate the partner's agreement with its contents

PERFORMANCE COMPETENCIES & DEVELOPMENT PLAN**CORE COMPETENCIES FOR ALL PARTNERS**

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Develops Continuously: Continuously seek opportunities to improve self and others. Leads with trust, honesty and commitment to hire, coach and develop partners to achieve their potential.

Achieves Results: Understands what drives overall business success and is accountable to prioritize and deliver quality results. Demonstrates knowledge of core products and processes to get results. Anticipates obstacles and takes action to prevent or minimize their impact.

DEVELOPMENT PLAN:

Using feedback from recent performance review, create a development plan with the partner. Review progress against the plan at mid-year, but be sure to provide on-going feedback about progress throughout the year.

Define skills and competencies for development; identify how success will be measured.

Date Completed:

Attain VIA Goal in quarter one

Staff internal succession plan, independent of team.

Improve customer voice metrics by 10 points during the quarter, have action plans completed Tuesday after results are posted... problem solving go see completed prior. Every partner must know action step as well as the three behaviors they are committing to elevate customer experience by the following Friday.

Improve speed of service by 8 points and taste of beverage by 20 points through our beverage repeatable routine

Ensure Quality Assurance/Customer Voice tools are fully executed, Values Walks 3x a day, daily duty roster, NY Top 10 Criticals & weekly quality assurance audits.

Arrive at labor numbers including efficiency at 75% or better. Make investments during am/pm peak to drive business forward. Check and adjust daily.

Cash over/short to be no greater than .05% of sales

Identify specific activities and experiences to learn and apply new skills/competencies

Document progress at mid-year and on-going, as needed

Date:

Date:

Date:

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4 POINT PERFORMANCE RATING SCALE PARTNER ACTION NOTICE

(CLICK HERE TO SELECT ACTION) → SELECT ONE

1) BASIC INFORMATION: COMPLETE FOR ALL TRANSACTIONS

PARTNER NUMBER 1088330	LAST NAME Marshall	FIRST & MIDDLE NAME Serenity	KNOWN AS
SOCIAL SECURITY/INSURANCE # Redacted 4674 (New / Rehire Only)	STORE/ DEPT. NAME Hudson and King	STORE/ DEPT. # 11649	STATE/ PROVINCE NY

2) PERSONAL INFORMATION: Complete for new hires, rehires and personal data changes

BIRTHDATE / /	<input type="checkbox"/> Single <input type="checkbox"/> Married	<input type="checkbox"/> Male <input type="checkbox"/> Female	Emergency Contact Name Emergency Contact Phone # () -	STREET ADDRESS
CITY				STATE/PROVINCE
ZIP/POSTAL CODE				HOME PHONE () -

3) NEW HIRE/REHIRE: (For U.S., Complete & submit I-9 and WOTC forms)

EFFECTIVE DATE / /	<input type="checkbox"/> NEW HIRE <input type="checkbox"/> FULL TIME <input type="checkbox"/> REGULAR <input type="checkbox"/> REHIRE <input type="checkbox"/> PART TIME <input type="checkbox"/> TEMPORARY	POSITION NAME	STARTING PAY \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		POSITION #	JOB TITLE
		JOB #	

4) MERIT INCREASE: PERFORMANCE REVIEW MUST ALSO BE COMPLETED

EFFECTIVE DATE / /	<input type="checkbox"/> CONSISTENTLY EXCEEDS EXPECTATIONS <input type="checkbox"/> ABOVE EXPECTATIONS <input type="checkbox"/> MEETS EXPECTATIONS <input type="checkbox"/> MUST IMPROVE	ASSISTANT MANAGERS AND PLANT HOURLY: OVERALL NUMERIC RATING _____	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
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5) PROMOTION

EFFECTIVE DATE / /	TO POSITION NAME	<input type="checkbox"/> IN-PLACE PROMOTION <input type="checkbox"/> PROMOTE TO VACANT POSITION	STORE/DEPT#
FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR		TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR	
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		TO POSITION #	JOB TITLE
		JOB #	

6) TRANSFER, POSITION AND/OR LOCATION CHANGE

EFFECTIVE DATE / /	TO POSITION NAME	STORE/DEPT #	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR			
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		TO POSITION #	JOB TITLE
		JOB #	

7) OTHER CHANGE: Please provide comments pertaining to change

EFFECTIVE DATE / /	COMMENTS	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
		TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR

9) EXPATRIATE-INTERNATIONAL ASSIGNMENT

START DATE / /	EXPECTED RETURN / /	ACTUAL RETURN / /	CITY	COUNTRY
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10) SEPARATION: For Store Partners Only: Send store file to Regional Office

SEPARATION DATE / /	VOLUNTARY SEPARATION Click here \ SELECT REASON Explain "OTHER" here:	INVOLUNTARY SEPARATION Click here \ SELECT REASON Explain "OTHER" here:
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ELIGIBLE FOR REHIRE ☐ YES-OTHER POSITION ☐ YES-SAME POSITION ☐ NO-EXPLAIN IN COMMENTS BELOW

I HEREBY AUTHORIZE STARBUCKS COFFEE COMPANY TO DEDUCT \$ _____ FROM MY FINAL PAYCHECK FOR MONEY I OWE TO STARBUCKS COFFEE COMPANY FOR _____

11) BONUS: (For referral bonus, provide name and partner number of referred partner in Section 12 below-Comments field.)

BONUS TYPE: Click here \ MCM BONUS	BONUS AMOUNT: \$400.00	CHARGE TO COST CTR:
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12) APPROVALS & COMMENTS: Please check the Pay Notebook for approval guidelines

MANAGER NAME Jennifer Gurtov	MANAGER TITLE District Manager	MANAGER PARTNER #282805	DATE 10/29/10
MANAGER NAME	MANAGER TITLE	MANAGER PARTNER #	DATE / /
PARTNER RESOURCES NAME Nancy Murgalo	PARTNER RESOURCES TITLE Partner Resources Manager	PARTNER RESOURCES PARTNER #209193	DATE 10/29/10

COMMENTS: RMT: Asif Sial, partner number: 1700408, currently working in Store 7575.

NOV 01 2010

4 POINT PERFORMANCE RATING SCALE PARTNER ACTION NOTICE

(CLICK HERE TO SELECT ACTION) → **BONUS (Secs. 1, 11, 12)**

1) BASIC INFORMATION: COMPLETE FOR ALL TRANSACTIONS			
PARTNER NUMBER 1088330	LAST NAME Marshall	FIRST & MIDDLE NAME Serenity	KNOWN AS
SOCIAL SECURITY/INSURANCE # (New / Rehire Only)	STORE/ DEPT. NAME Hudson and King	STORE/ DEPT. # 11649	STATE/ PROVINCE NY
2) PERSONAL INFORMATION: Complete for new hires, rehires and personal data changes			
BIRTHDATE / /	<input type="checkbox"/> Single <input type="checkbox"/> Married	<input type="checkbox"/> Male <input type="checkbox"/> Female	Emergency Contact Name Emergency Contact Phone # () -
STREET ADDRESS		CHANGE NAME TO:	
CITY	STATE/PROVINCE	ZIP/POSTAL CODE	HOME PHONE () -
3) NEW HIRE/REHIRE: (For U.S., Complete & submit I-9 and WOTC forms)			
EFFECTIVE DATE / /	<input type="checkbox"/> NEW HIRE <input type="checkbox"/> REHIRE	<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	<input type="checkbox"/> REGULAR <input type="checkbox"/> TEMPORARY
POSITION NAME		STARTING PAY \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR	
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		POSITION #	JOB TITLE JOB #
4) MERIT INCREASE: PERFORMANCE REVIEW MUST ALSO BE COMPLETED			
EFFECTIVE DATE / /	<input type="checkbox"/> CONSISTENTLY EXCEEDS EXPECTATIONS <input type="checkbox"/> ABOVE EXPECTATIONS <input type="checkbox"/> MEETS EXPECTATIONS <input type="checkbox"/> MUST IMPROVE	ASSISTANT MANAGERS AND PLANT HOURLY: OVERALL NUMERIC RATING _____	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
5) PROMOTION			
EFFECTIVE DATE / /	TO POSITION NAME	<input type="checkbox"/> IN-PLACE PROMOTION <input type="checkbox"/> PROMOTE TO VACANT POSITION	STORE/DEPT# FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		TO POSITION #	JOB TITLE JOB #
6) TRANSFER, POSITION AND/OR LOCATION CHANGE			
EFFECTIVE DATE / /	TO POSITION NAME	STORE/DEPT #	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		TO POSITION #	JOB TITLE JOB #
7) OTHER CHANGE: Please provide comments pertaining to change			
EFFECTIVE DATE / /	COMMENTS	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR	
9) EXPATRIATE-INTERNATIONAL ASSIGNMENT			
START DATE / /	EXPECTED RETURN / /	ACTUAL RETURN / /	CITY COUNTRY
10) SEPARATION: For Store Partners Only: Send store file to Regional Office			
SEPARATION DATE / /	VOLUNTARY SEPARATION Click here \ SELECT REASON Explain "OTHER" here:	INVOLUNTARY SEPARATION Click here \ SELECT REASON Explain "OTHER" here:	
ELIGIBLE FOR REHIRE <input type="checkbox"/> YES-OTHER POSITION <input type="checkbox"/> YES-SAME POSITION <input type="checkbox"/> NO-EXPLAIN IN COMMENTS BELOW			
I HEREBY AUTHORIZE STARBUCKS COFFEE COMPANY TO DEDUCT \$ _____ FROM MY FINAL PAYCHECK FOR MONEY I OWE TO STARBUCKS COFFEE COMPANY FOR _____			
11) BONUS: (For referral bonus, provide name and partner number of referred partner in Section 12 below-Comments field.)			
BONUS TYPE: Click here \ MCM BONUS		BONUS AMOUNT: \$200.00 CHARGE TO COST CTR: 3540	
12) APPROVALS & COMMENTS: Please check the Pay Notebook for approval guidelines			
MANAGER NAME Jennifer Gurtov	MANAGER TITLE District Manager	MANAGER PARTNER #282805	DATE 04/26/10
MANAGER NAME	MANAGER TITLE	MANAGER PARTNER #	DATE / /
PARTNER RESOURCES NAME Nancy Murgalo	PARTNER RESOURCES TITLE PArtnr Resources Manager	PARTNER RESOURCES PARTNER #209193	DATE 4/27/10
COMMENTS: RMT: Mari Fetzer, partner number: 1680587			

APR 29 2010

4 POINT PERFORMANCE RATING SCALE PARTNER ACTION NOTICE

(CLICK HERE TO SELECT ACTION) → **BONUS** (Secs. 1, 11, 12)

1) BASIC INFORMATION: COMPLETE FOR ALL TRANSACTIONS			
PARTNER NUMBER 1088330		LAST NAME Marshall	
FIRST & MIDDLE NAME Serenity		KNOWN AS	
SOCIAL SECURITY/INSURANCE # (New / Rehire Only)		STORE/ DEPT. NAME Hudson and King	STORE/ DEPT. # 11649
STATE/ PROVINCE NY			
2) PERSONAL INFORMATION: Complete for new hires, rehires and personal data changes			
BIRTHDATE / /		<input type="checkbox"/> Single <input type="checkbox"/> Male <input type="checkbox"/> Married <input type="checkbox"/> Female	
STREET ADDRESS		Emergency Contact Name Emergency Contact Phone # () -	
CITY		CHANGE NAME TO:	
STATE/PROVINCE		HOME PHONE () -	
3) NEW HIRE/REHIRE: (For U.S., Complete & submit I-9 and WOTC forms)			
EFFECTIVE DATE / /	<input type="checkbox"/> NEW HIRE <input type="checkbox"/> FULL TIME <input type="checkbox"/> REGULAR <input type="checkbox"/> REHIRE <input type="checkbox"/> PART TIME <input type="checkbox"/> TEMPORARY		POSITION NAME STARTING PAY \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		POSITION #	JOB TITLE JOB #
4) MERIT INCREASE: PERFORMANCE REVIEW MUST ALSO BE COMPLETED			
EFFECTIVE DATE / /	<input type="checkbox"/> CONSISTENTLY EXCEEDS EXPECTATIONS <input type="checkbox"/> ABOVE EXPECTATIONS <input type="checkbox"/> MEETS EXPECTATIONS <input type="checkbox"/> MUST IMPROVE		ASSISTANT MANAGERS AND PLANT HOURLY: OVERALL NUMERIC RATING _____ FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
5) PROMOTION			
EFFECTIVE DATE / /	TO POSITION NAME	<input type="checkbox"/> IN-PLACE PROMOTION <input type="checkbox"/> PROMOTE TO VACANT POSITION	STORE/DEPT# FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		TO POSITION #	JOB TITLE JOB #
6) TRANSFER, POSITION AND/OR LOCATION CHANGE			
EFFECTIVE DATE / /	TO POSITION NAME	STORE/DEPT #	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		TO POSITION #	JOB TITLE JOB #
7) OTHER CHANGE: Please provide comments pertaining to change			
EFFECTIVE DATE / /	COMMENTS		FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
9) EXPATRIATE-INTERNATIONAL ASSIGNMENT			
START DATE / /	EXPECTED RETURN / /	ACTUAL RETURN / /	CITY COUNTRY
10) SEPARATION: For Store Partners Only: Send store file to Regional Office			
SEPARATION DATE / /	VOLUNTARY SEPARATION Click here \ SELECT REASON Explain "OTHER" here:		INVOLUNTARY SEPARATION Click here \ SELECT REASON Explain "OTHER" here:
ELIGIBLE FOR REHIRE <input type="checkbox"/> YES-OTHER POSITION <input type="checkbox"/> YES-SAME POSITION <input type="checkbox"/> NO-EXPLAIN IN COMMENTS BELOW			
I HEREBY AUTHORIZE STARBUCKS COFFEE COMPANY TO DEDUCT \$ _____ FROM MY FINAL PAYCHECK FOR MONEY I OWE TO STARBUCKS COFFEE COMPANY FOR _____			
11) BONUS: (For referral bonus, provide name and partner number of referred partner in Section 12 below-Comments field.)			
BONUS TYPE: Click here \ MCM BONUS		BONUS AMOUNT: \$200.00	CHARGE TO COST CTR: 3540
12) APPROVALS & COMMENTS: Please check the Pay Notebook for approval guidelines			
MANAGER NAME Jennifer Gurtov	MANAGER TITLE District Manager	MANAGER PARTNER #282805	DATE 04/26/10
MANAGER NAME	MANAGER TITLE	MANAGER PARTNER #	DATE / /
PARTNER RESOURCES NAME Nancy Murgalo	PARTNER RESOURCES TITLE Partner Resources Manager	PARTNER RESOURCES PARTNER #209193	DATE 4/27/10
COMMENTS: RMT: Kerl Errico, partner number: 1684549			

APR 29 2010

PARTNER ACTION NOTICE

(CLICK HERE TO SELECT ACTION) → SELECT ONE

1) BASIC INFORMATION: COMPLETE FOR ALL TRANSACTIONS

PARTNER NUMBER 1088330	LAST NAME Marshall	FIRST & MIDDLE NAME Serenity	KNOWN AS
SOCIAL SECURITY/INSURANCE # Redacted 4674	STORE/ DEPT. NAME 6 th and Waverly	STORE/ DEPT. # 847	STATE/ PROVINCE NY

2) PERSONAL INFORMATION: Complete for new hires, rehires and personal data changes

BIRTHDATE / /	<input type="checkbox"/> Single <input type="checkbox"/> Married	<input type="checkbox"/> Male <input type="checkbox"/> Female	Emergency Contact Name Emergency Contact Phone # () -
STREET ADDRESS		CHANGE NAME TO:	
CITY	STATE/PROVINCE	ZIP/POSTAL CODE	HOME PHONE () -

3) NEW HIRE/REHIRE: (For U.S., Complete & submit I-9 and WOTC forms)

EFFECTIVE DATE / /	<input type="checkbox"/> NEW HIRE <input type="checkbox"/> FULL TIME <input type="checkbox"/> REGULAR <input type="checkbox"/> REHIRE <input type="checkbox"/> PART TIME <input type="checkbox"/> TEMPORARY	POSITION NAME	STARTING PAY \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		POSITION #	JOB TITLE
		JOB #	

4) MERIT INCREASE: PERFORMANCE REVIEW MUST ALSO BE COMPLETED

EFFECTIVE DATE / /	<input type="checkbox"/> CONSISTENTLY EXCEEDS EXPECTATIONS <input type="checkbox"/> MEETS EXPECTATIONS <input type="checkbox"/> NEEDS IMPROVEMENT (Next review due in 90 days)	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
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5) PROMOTION

EFFECTIVE DATE / /	TO POSITION NAME	<input type="checkbox"/> IN-PLACE PROMOTION <input type="checkbox"/> PROMOTE TO VACANT POSITION	STORE/DEPT#	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		TO POSITION #	JOB TITLE	JOB #

6) TRANSFER, POSITION AND/OR LOCATION CHANGE

EFFECTIVE DATE / /	TO POSITION NAME	STORE/DEPT #	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
REGIONAL OFFICES AND SSC ALSO COMPLETE THIS SECTION →		TO POSITION #	JOB TITLE
		JOB #	

7) OTHER CHANGE: Please provide comments pertaining to change

EFFECTIVE DATE / /	COMMENTS	FROM \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR TO \$ _____ PER <input type="checkbox"/> HR <input type="checkbox"/> YR
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9) EXPATRIATE-INTERNATIONAL ASSIGNMENT

START DATE / /	EXPECTED RETURN / /	ACTUAL RETURN / /	CITY	COUNTRY
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10) SEPARATION: For Store Partners Only: Send store file to Regional Office

SEPARATION DATE / /	VOLUNTARY SEPARATION Click here \ SELECT REASON Explain "OTHER" here: _____	INVOLUNTARY SEPARATION Click here \ SELECT REASON Explain "OTHER" here: _____
------------------------	---	---

ELIGIBLE FOR REHIRE ☐ YES-OTHER POSITION ☐ YES-SAME POSITION ☐ NO-EXPLAIN IN COMMENTS BELOW

I HEREBY AUTHORIZE STARBUCKS COFFEE COMPANY TO DEDUCT \$ _____ FROM MY FINAL PAYCHECK FOR MONEY I OWE TO STARBUCKS COFFEE COMPANY FOR _____

11) BONUS: (For referral bonus, provide name and partner number of referred partner in Section 12 below-Comments field.)

BONUS TYPE: Click here \ MCM BONUS BONUS AMOUNT: \$400.00

12) APPROVALS & COMMENTS: Please check the Pay Notebook for approval guidelines

MANAGER NAME Jennifer Gurtov	MANAGER TITLE District Manager	MANAGER PARTNER #282805	DATE 01/05/0
MANAGER NAME	MANAGER TITLE	MANAGER PARTNER #	DATE / /
PARTNER RESOURCES NAME	PARTNER RESOURCES TITLE	PARTNER RESOURCES PARTNER #	DATE / /

COMMENTS:

JAN 12 2009

PSS Case Information

ID 9001166
 Description DM: Separation consultation - Attorney client privilege
 Assigned To TPizarro
 Categorization PRSC General HR Questions/Policy - > Separation Consultation
 Status Closed
 Priority High - B
 Activity
 Keyword
 Recall
 Reminder ☐

Details

*Off Cycle Payment No
 *Payroll Area NY (NY,CT,RI,PASQUA (NY))
 *State / Province New York
 *Type of Action Action Request
 Due Date 01/10/2011
 *Store / Cost Center # 11649

Resolution Codes

Resolution 1 Completed

Customer Information

ID 1088330
 Customer Serenity Marshall

Contact Information

Contact: Jennifer Anne Gurtov
 Partner #: 282805
 Store #: 390830
 Phone:
 Fax:
 Company:
 Title:
 Dept:
 Email:
 Address:

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Notes

☐**** Entered By: Tina Pizarro @ 03/02/2011 04:46 PM ****

Redacted

Redacted

[-]**** Entered By: Tina Pizarro @ 02/21/2011 10:49 AM ****

Redacted

[-]**** Entered By: Tina Pizarro @ 02/16/2011 03:47 PM ****

Redacted

[-]**** Entered By: Tina Pizarro @ 02/15/2011 12:39 PM ****

Redacted

[-]**** Entered By: Tina Pizarro @ 02/08/2011 09:51 AM ****

Redacted

[-]**** Entered By: Tina Pizarro @ 01/25/2011 09:15 AM ****

Redacted

**** Entered By: Tina Pizarro @ 01/14/2011 07:31 PM ****

Redacted

**** Entered By: Tina Pizarro @ 01/12/2011 11:02 AM ****

Redacted

**** Entered By: Tina Pizarro @ 01/10/2011 12:37 PM ****

LVM for Jennifer

on vm, I let Jennifer know that it appears the SM violated our policy under section 11 of the partner guide and has a case of serious misconduct that can result in immediate termination, "falsification or misrepresentation of any company document", I asked Jennifer to let me know if any money was missing and any other details that werent captured here, I let her know from the notes it appears the SM does admit to the situation and I agree with the consequence of separation, but would like to discuss further and provided number.

**** Entered By: Stephen Somers @ 01/06/2011 10:51 AM ****

Caller Name: Jennifer Anne Gurtov

Phone Number: 917-975-1331

SSN Verified (Y/N): yes

Caller Position: DM

SM wants separation consultation for SM issues for cash handling issues

1. DM came in for store tour/eval on 12/22
2. DM noted that deposit records for 12/21 deposit were falsified
3. DM stated paperwork filledout stating deposit was given to bank, but there was no reciept from bank confirming deposit
4. DM found several deposits in safe that have not been deposited with bank
5. SM stated reason for falisifying deposit information is they were having trouble getting time off floor to complete deposit before bank closed, so they would complete the deposit information showing deposit was made even though deposit was not brought to the bank, SM stated they did not want to get in trouble for not making deposits daily

6. DM stated had recently separated another SM for same reason and had another SM having same issues of making sure bank deposits are done daily. Stated recently reset district expectations to ensure deposits are done daily

7. past history with SM over 2 1/2 years, performance has never been consistent (between very poor to very good performance)

8. CA history

02/18/09 - not creating a great working environment, not meeting cleanliness standards, not providing clear direction to team

03/15/10 - for same reasons - not creating a great working environment, not meeting cleanliness standards, not providing clear direction to team

no CA - but coaching conversation around 2009 near prior to 02//18/2009 CA
for not managing team from cash handling perspective, not evaluating daily records book and coaching team in a timely manner

9.
recent performance review - issues under lead courageously
not consistently decision making
not meeting cleanliness standards
not holding team accountable

10. DM seeking separation consultation, stated has documents of CA and performance reviews if needs to send in additional documentation

0-2 bd tat

From: Nancy Murgalo
To: Jen Gurtov
Sent: 1/12/2011 12:11:22 PM
Subject: RE: Serenity Marshall

Hi Jen – I concur with Tina and, with the support of legal, I would agree with separation. It's consistent with what we have done in the past.

Nancy

From: Jen Gurtov
Sent: Wednesday, January 12, 2011 12:05 PM
To: Nancy Murgalo
Subject: Serenity Marshall

Hi Nancy-

So I heard back from Partner Resources Contact Center. Tina Pizarro, a representative there, supports separation of Serenity's employment with Starbucks for her admitted falsification of company documents(in this case the Daily Records Book) as well for continuously not depositing deposits into the bank daily. For the first point, Serenity admitted to filling out the Daily Records Book to show that a deposit was completed in the store and brought to the bank, when in truth the money had not been counted yet, all drop bags were still in the safe. Serenity also admitted to several times in the month of November holding onto several deposits in the store(not making deposits to the bank daily) and bringing up to 3 deposits to the bank at a time. Serenity knew these actions were against Starbucks cash handling policies, but said she made these decisions because she wasn't able to get off of the floor to complete deposits.

I am sending Tina an email stating specifically the conversation I had with Serenity on her development day and am also faxing all past corrective actions and performance reviews by the end of this week. She is planning on bringing this case to the legal department, she thinks they will support Serenity's separation immediately even though she has initiated her LOA.

Nancy, I just wanted to grab your thoughts on the above as well as your recommendation so I can share with Victor.

Jennifer Gurtov
District Manager Starbucks Coffee Company 917.975.1331



Jen Gurtov

From: Tina Pizarro
Sent: Tuesday, January 18, 2011 10:20 AM
To: Jen Gurtov
Subject: RE: Serenity Marshall

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Redacted

Regards,
Tina Pizarro, PHR
partner relations associate. PRSC
Starbucks Coffee Company
817-431-8838

From: Jen Gurtov
Sent: Thursday, January 13, 2011 5:45 PM
To: Tina Pizarro
Cc: Nancy Murgalo; Victor Heutz; Jen Gurtov
Subject: Serenity Marshall

Hi Tina,

On December 22nd, 2010, I had spent a development day with Serenity Marshall, SM of store 11649. In reviewing her Daily Record's Book, I began to notice many discrepancies. The dates of the bank statements did not match the dates the deposits were completed. I asked Serenity why there were so many discrepancies and she said she was not able to complete the deposit daily. I asked her what Starbucks's policy was in reference to bringing deposits to the bank and she stated that it was policy to process deposits daily and bring them to the bank daily. I asked her why she had broken policy and she said she was not able to make it off of the floor daily to process the deposits.

I then began looking at the deposit that was supposed to be completed the day prior on 12/21. The deposit section was filled in by Serenity, she had signed off that she had brought the deposit to the bank, however there was not a printed bank slip attached. I asked her where the receipt was. She said she must have misplaced it and began going through a pile of slips looking for it. I asked her if she was sure she brought that deposit to the bank and she said yes. I then said, well then let's go to the bank to retrieve the slip. She paused and then said that she had lied and did not bring the deposit to the bank, she had not even yet processed it. I asked her why she lied and falsified the information in the Daily Record's Book and she said she was nervous she would get in trouble for not processing the deposit the day prior. The deposit bags for that deposit were still in the safe.

I then asked to see her log for the month of November. This log was in worse condition than December's. She had not even filled out the deposit section daily. There were also numerous occasions in which she did not even fill out safe counts. She has also been falsely documenting the deposit section in the Daily Record's Book on many occasions. She has filled in that her shift supervisors had brought the deposit to the bank on certain days when in truth she herself had brought the deposit to the bank the day after.

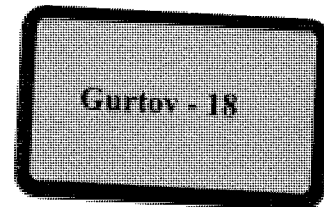
I have her November cash log for review with numerous instances of this behavior of falsifying documentation.

I would like to proceed with separating Serenity's employment with Starbucks for her admitted falsification of company documents(in this case the Daily Records Book) as well for continuously not depositing deposits into the bank daily.

3/1/2011

STAR_MARSHALL0001565

From: Jen Gurtov
To: Nancy Murgalo
CC: Victor Heutz
Sent: 2/28/2011 10:18:23 AM
Subject: RE: Serenity Marshall



Yes, she's meeting me in the office tomorrow morning at 8am. I will be delivering a separation conversation, Mark will be witness for me. **Redacted** I'll be drafting a separation document for tomorrow's conversation.
Vikki will be stopping by your office today to get the key for Serenity's file.
I will be contacting Leave today to confirm her return for tomorrow.

Am I missing anything?

Jennifer Gurtov
District Manager Starbucks Coffee Company 917.975.1331

From: Nancy Murgalo
Sent: Monday, February 28, 2011 10:12 AM
To: Jen Gurtov
Cc: Victor Heutz
Subject: Serenity Marshall

Hi Jen – Have we made a determination on Serenity? When is she due back?

Nancy Murgalo | Partner Resources Manager | NY Metro office: 212.613.1280 x2205 | cell: 203-464-8634




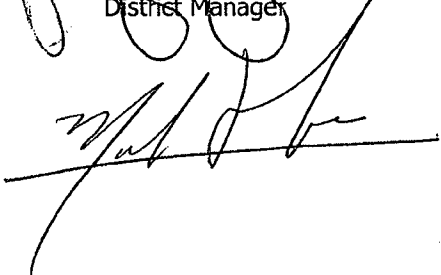
Gurtov - 19

To: Serenity Marshall
From: Jennifer Gurtov
Cc: Nancy Murgalo
Date: 03/01/11
Subject: Separation Document

Employee's Name: Serenity Marshall

Statement of Situation

This serves as a separation document for Serenity Marshall. Her employment at Starbucks is being terminated on 03/01/11 for her admitted falsification of the Daily Records Book of Store 11649 as well as for her admitted breaking company policy in regards to bank deposits, in which on numerous occasions throughout the months of November 2010 and December 2010, she did not bring the store's deposits to the bank daily.

_____ Store Manager	_____ Date
 _____ District Manager	<u>03/01/11</u> Date
	03/01/11

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STORE NUMBER

00847-NY

DAILY RECORDS BOOK
FOURTH QUARTER 2010 - JULY



01

06

07

08

09

13

14

15

16

20

21

22

23

OUR STARBUCKS MISSION

To inspire and nurture the human spirit—
one person, one cup, and one neighborhood at a time.

Here are the principles of how we live that every day:

Our Coffee

It has always been, and will always be, about quality.
We're passionate about ethically sourcing the finest coffee beans,
roasting them with great care,
and improving the lives of people who grow them.
We care deeply about all of this; our work is never done.

Our Partners

We're called partners, because it's not just a job, it's our passion.
Together, we embrace diversity to create a place where each of us can be ourselves.
We always treat each other with respect and dignity.
And we hold each other to that standard.

Our Customers

When we are fully engaged,
we connect with, laugh with, and uplift the lives of our customers—
even if just for a few moments.
Sure, it starts with the promise of a perfectly made beverage, but our work goes far beyond that.
It's really about human connection.

Our Stores

When our customers feel this sense of belonging,
our stores become a haven, a break from the worries outside, a place where you can meet with friends.
It's about enjoyment at the speed of life—sometimes slow and savored, sometimes faster.
Always full of humanity.

Our Neighborhood

Every store is part of a community, and we take our responsibility to be good neighbors seriously.
We want to be invited in wherever we do business. We can be a force for positive action—
bringing together our partners, customers, and the community to contribute every day.
Now we see that our responsibility—and our potential for good—is even larger.
The world is looking to Starbucks to set the new standard, yet again. We will lead.

Our Shareholders

We know that as we deliver in each of these areas, we enjoy the kind
of success that rewards our shareholders. We are fully accountable to get each of these
elements right so that Starbucks—and everyone it touches—can endure and thrive.

Onward.



HELPLINE AND EMAIL REFERENCE GUIDE

STORE OPERATIONS		
Accounts Payable	APCustomerCare@starbucks.com (888) 796-5282 ext. 20631-84307	Questions regarding invoices and payment status
Enterprise Help Desk (EHD)	(888) 796-5282 ext. 1	All POS/MWS computer system related issues, IT hardware, software, network, telephone
Entertainment Support Desk (ESD)	(888) 796-5282 ext. 1	For 32" LCD screen, Black Box, "Now Playing" equipment stores
Facility Contact Center (FCC)	(877) 728-9349	Brewing, grinding, Alarm System, Safe, Drive Thru headsets, and building facility issues (i.e. roof leaks, parking lot, landscaping)
Inventory	retinv@starbucks.net (888) 796-5282 ext. 20631-88441	Questions regarding cycle counts, coffee counts, full inventories and P&L inventory adjustments
Licenses and Permits	(888) 796-5282 ext. 20631-88705	Questions regarding licenses or permits
Play Network Customer Service	(888) 567-PLAY	Order CDs if necessary for overhead play
Promo/Operations Hotline	(888) 796-5282 ext. 50000-51184 option 3	Requests for promotional materials (Workbook, Siren's Eye, training materials, job aids), Daily Records Books and Duty Roster Notebooks. Questions regarding Siren's Eye, operational issues, products, beverages, or Hear Music.
Purolator Shipping Labels	(800) 326-4963 ext. 4240 (CN)	Order preprinted shipping labels for mailpack to the SSC (CN)
Retail Accounting	RetAcct@starbucks.net	Questions regarding P&L
Sales Audit	SalesAudit@starbucks.net	Questions regarding banking issues and overs/shorts
Sales Reporting Hotline	(888) 796-5282 Ext. 20631-87400	For questions from a landlord or mall office representative requesting store sales information
Signage	Preferred: signage@starbucks.com Back up: (888) 796-5282 ext. 20631-84782	Requests for promotional signage, Drive thru and interior menu inserts, pastry signage, non-SKU'd core signage and POS transaction policy stickers
Starbucks North America Voicemail (SNA VM)	(888) 729-5656	Field and support partner access
EMERGENCIES AND SECURITY		
Emergency Communications	(800) 923-BEAN [2326] ext. 2	Message board used for unexpected emergencies and information
Global Security Operations Center - GSOC	(888) 796-5282 ext. 85400	Report non-emergency and emergency security incidents
Risk Management/Quality Assurance	(888) 796-5282 ext. 3	Report damage to store property, work-related injuries, and customer incidents
Product Quality Hotline	(888) 796-5282 ext. 3, option 3	Report specific product quality issues
PAYROLL AND PARTNER RESOURCES		
Canadian Benefits Centre	(866) 821-7913	To enroll or review your Benefit selections and RRSP contribution
Employee Assistance Program	(800) 327-5564 (U.S.) (800) 268-5211 (CN)	For assistance with personal issues and services to help balance work and life
Partner Contact Center (PCC)	(866) 504-7368	Questions regarding pay- related issues, reporting partner injuries, benefit inquiries and direct deposit assistance Canada only - contact for personal information and direct deposit changes
US Benefits Center	(877) SBUX-BEN [7289-236]	To enroll, review elections, and make changes to Benefits
Partner Self Service/My Partner Info	Store Portal	View/update personal information including direct deposit, sick/vacation time, address, emergency contact, W-4
CORPORATE COMPLIANCE		
Business Conduct Helpline	(800) 611-7792 (866) 614-0760 – French-speaking partners	One of several ways that partners may ask questions or report concerns regarding Business Code of Conduct

The following is the only information that may be provided to customers.

CUSTOMER SERVICE		
Customer Relations	(800) 23-LATTE [52883]	Store locations, donation requests, customer comments and questions, and equipment returns
Investor Relations	(888) 796-5282 20631-87118	Starbucks stock information.
Media Relations	(206) 318-7100	Starbucks media inquiries
Starbucks Internet website	Starbucks.com	Company information, Starbucks Card, nutritional information, job postings, etc.
Warranty Services	(800) 334-5553	Home brewing equipment troubleshooting and repair
Starbucks Card	(800) 782-7282	Questions regarding Starbucks Card

DRB 08961



FISCAL YEAR 2010

Week 1
Jun 28 - Jul 4

OCTOBER, PERIOD 1—FY '10

09/28/09–10/25/09

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 1	28	29	30	1	2	3	4
week 2	5	6	7	8	9	10	11
week 3	12	13	14	15	16	17	18
week 4	19	20	21	22	23	24	25

APRIL, PERIOD 7—FY '10

3/29/10–4/25/10

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 27	29	30	31	1	2	3	4
week 28	5	6	7	8	9	10	11
week 29	12	13	14	15	16	17	18
week 30	19	20	21	22	23	24	25

NOVEMBER, PERIOD 2—FY '10

10/26/09–11/22/09

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 5	26	27	28	29	30	31	1
week 6	2	3	4	5	6	7	8
week 7	9	10	11	12	13	14	15
week 8	16	17	18	19	20	21	22

MAY, PERIOD 8—FY '10

4/26/10–5/23/10

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 31	26	27	28	29	30	1	2
week 32	3	4	5	6	7	8	9
week 33	10	11	12	13	14	15	16
week 34	17	18	19	20	21	22	23

DECEMBER, PERIOD 3—FY '10

11/23/09–12/27/09

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 9	23	24	25	26	27	28	29
week 10	30	1	2	3	4	5	6
week 11	7	8	9	10	11	12	13
week 12	14	15	16	17	18	19	20
week 13	21	22	23	24	25	26	27

JUNE, PERIOD 9—FY '10

5/24/10–6/27/10

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 35	24	25	26	27	28	29	30
week 36	31	1	2	3	4	5	6
week 37	7	8	9	10	11	12	13
week 38	14	15	16	17	18	19	20
week 39	21	22	23	24	25	26	27

JANUARY, PERIOD 4—FY '10

12/28/09–1/24/10

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 14	28	29	30	31	1	2	3
week 15	4	5	6	7	8	9	10
week 16	11	12	13	14	15	16	17
week 17	18	19	20	21	22	23	24

JULY, PERIOD 10—FY '10

6/28/10–7/25/10

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 40	28	29	30	1	2	3	4
week 41	5	6	7	8	9	10	11
week 42	12	13	14	15	16	17	18
week 43	19	20	21	22	23	24	25

FEBRUARY, PERIOD 5—FY '10

1/25/10–2/21/10

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 18	25	26	27	28	29	30	31
week 19	1	2	3	4	5	6	7
week 20	8	9	10	11	12	13	14
week 21	15	16	17	18	19	20	21

AUGUST, PERIOD 11—FY '10

7/26/10–8/22/10

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 44	26	27	28	29	30	31	1
week 45	2	3	4	5	6	7	8
week 46	9	10	11	12	13	14	15
week 47	16	17	18	19	20	21	22

MARCH, PERIOD 6—FY '10

2/22/10–3/28/10

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 22	22	23	24	25	26	27	28
week 23	1	2	3	4	5	6	7
week 24	8	9	10	11	12	13	14
week 25	15	16	17	18	19	20	21
week 26	22	23	24	25	26	27	28

SEPTEMBER, PERIOD 12—FY '10

8/23/10–10/3/10

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
week 48	23	24	25	26	27	28	29
week 49	30	31	1	2	3	4	5
week 50	6	7	8	9	10	11	12
week 51	13	14	15	16	17	18	19
week 52	20	21	22	23	24	25	26
week 53	27	28	29	30	1	2	3

Cash Management Log Policies, Standards & Procedures

The Cash Management Log must be completed each day. Print legibly and complete in pen.
Store operating funds and tip funds must be secured at all times.

Till Drop Procedure (Cash Controller):

1. Record register partner's name, Register ID (#, Top/Bottom), date and CC initials on till drop bag.
2. Place funds from drop box, sales media from POS drawer and Closing Register Receipt in till drop bag. Seal till drop bag.
3. Record register partner name, entire till drop bag #, CC initials and time on the matching Register ID section of the Till Drop Log.
4. Secure till drop bag in inner compartment of safe, behind door 2.

Final Use Till Count Procedure (Cash Controller):

1. Remove till, sales media from POS drawer, funds from drop box and Closing Register Receipt.
2. Count down combined funds from till and drop box using cash scale in cash calculator mode.
3. Remove funds in excess of opening fund amount, leaving opening fund amount in till.
4. Follow Till Drop Procedure to secure excess funds, sales media and closing register receipt.
5. Secure till with verified opening fund in POS drawer or safe.

Safe Count Procedure (Cash Controller):

The safe must not be left open and unattended.

The safe must not be opened or the time delay set during the first 30 minutes and the last 30 minutes of customer operations.

Only the Cash Controller may set and access the safe.

Complete and record an accurate physical "start" count when accepting the cash controller keys and an "end" count when passing the cash controller keys to the next cash controller or counting out at the end of day.

1. Record CC initials and start or end count time on the Safe Count Log.
2. Count and record change fund amount, opening till fund amounts, # of till drops, # of Customer Recovery certificates, PCard, and # of tip drops.

NOTE: Lock Out Period Safes: When completing a safe count during the Lockout Period (3pm-8am) record "N/A" or "Locked Out" in the number of till and tip drop section of the safe count. All safe counts occurring outside of the lockout period (8am-3pm) must include an actual physical count of all till and tip drop bags.

Deposit Log (Cash Controller):

NOTE: Procedures for preparing the deposit and transporting the deposit to the bank are located in the Store Operations manual section 4 Cash Control.

The deposit must be prepared and transported to the bank every day.

The deposit must be prepared after 8am and must be transported to the bank by 3pm.

The deposit must be taken inside the bank for processing if the bank is open. The weekend depository box must only be used if the bank is closed.

Deposit Prep Section Procedure:

1. Record the start time and CC initials in the Deposit Prep section on the date the deposit is processed.
2. Record deposit \$, deposit bag # and completion time.
3. **Deposit Witness** records their initials after confirming that the CC initials, completion time, deposit slip amount and sealed deposit bag # are accurately recorded in the Deposit Prep section.
4. Secure sealed deposit bag in inner compartment of safe, behind door 2, if not immediately transported to bank.

Deposit to Bank Section Procedure:

1. Record CC name taking deposit to bank, date to bank, time to bank and deposit bag # in the Deposit to Bank section on the date the deposit is processed.
2. **Banking Witness** records their initials after confirming that the CC initials, date and time of the CC departure to bank and sealed bag # are accurate and recorded in the Deposit to Bank section.
3. Record validated deposit amount and validated time on Deposit to Bank section and attach validated deposit slip after returning from the bank or when the deposit slip has been retrieved for deposits made through the weekend depository.

Till Audit Procedure (Store Manager):

A minimum of two random till audits must be performed each week.

1. Follow steps 1-4 of Final Use Till Count.
2. Record SM name, date, register partner's name and Register ID on Partner Till Audit Log. Over/short will be recorded when deposit is prepared.
3. Secure till with verified opening fund in POS drawer or safe.
4. Ensure over/short is recorded after deposit is prepared on following day.

Report Store Operating Funds Procedure (Store Manager):

The Store Operating Funds (change bank and till bank) must be physically verified and updated on the MWS each week.

1. From the MWS select "Manager Menu", "Daily Bookkeeping Menu", "Report Store Operating Funds"
2. F1 - to Count Change/Till Bank Funds. Enter the amount of money actually in the Change and Till Bank in the two fields "Total Change Bank" and "Total Assigned/Unassigned Tills". Record the total on the Cash Management Log under "Report Store Operating Funds" and sign off.
3. Upon completion of entering the funds amounts press "F1" to Save and then "F7" to Quit.

Tip Drop Procedure (all partners):

Tip funds must be secured at all times.

1. Remove tip funds from plexi, place funds in a tip drop bag and seal tip drop bag.
2. Record date on tip drop bag.
3. Record partner #, initials, and entire tip drop bag # on the Tip Drop Log.
4. Secure tip drop bag in inner compartment of safe, behind door 2.
5. Witness records their initials and time after verifying the tips have been secured in the safe.

Tip Drop Removal Procedure

1. Remove tip drop bags from inner compartment of safe (cash controller).
2. Record entire tip drop bag # for each tip drop bag on Partner Tip Removal Log.
3. Record CC initials as **Witness** and time.
4. Transfer tip drop bags to partner processing tips.
5. Partner receiving tip drop bags records partner # and initials after verifying tip drop bag #'s.

Accountability and Duty to Report

Failure to comply with cash management log policy endangers partner safety. Acts in violation or omissions of policy are grounds for disciplinary action up to and including termination. Uncorrected or continuing violations must be reported to management, your local Partner Resources generalist or the Standards of Business Conduct Helpline at 800/611-7792 (866/614-0760 for French-speaking partners).

Cash Management Log

STORE COMMUNICATIONS

DAY - Monday

DATE - 06-28-10

REGISTER 1 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Sherborn	93160493	KT	2:45

REGISTER 1 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Sade	93160509	RNR	8:16
Sheriff	93160713	Q	12:44

REGISTER 2 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Deane	93160499	2g	12:42

REGISTER 2 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 3 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 3 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 4 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 4 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

Get instant access to your account
whenever and wherever you want.
Sign up today at Chase.com/chaseonline.
My Transaction Summary

Further review may result in delayed availability of this deposit

Thank you - Biviana
Cashbox #03

anSource®

DATE 6/28/10

DEPOSIT TICKET

DEPOSIT TICKET	
CURRENCY	DOLLARS
3391	
COIN	CENTS
	08
CHECKS	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
DEPOSIT PREPARED BY	
DEPOSIT VERIFIED BY	
PRINT NAME	ZAKIA SLADE
DEPOSIT BAG #	1277901755
TOTAL	3391 08



STARBUCKS COFFEE COMPANY
STORE #847
6TH & WAVERLY

JPMORGAN CHASE BANK

TO REORDER
CALL 1-888-750-4545
AND REFERENCE
ORDER #Z3JD9079

TOTAL ITEMS



CHECKS AND OTHER ITEMS ARE
RECEIVED FOR DEPOSIT SUBJECT
TO THE PROVISIONS OF THE UNI-
FORM COMMERCIAL CODE OR
ANY APPLICABLE COLLECTION
AGREEMENT. DEPOSIT MAY NOT
BE AVAILABLE FOR IMMEDIATE
WITHDRAWAL.

DEPOSIT TICKET

\$

3391 08

⑈847⑈ ⑆560201022⑆

⑈777166782⑈

127790175

STARBUCKS COFFEE COMPANY DEPOSIT RECORD GRAND TOTAL: \$
DO NOT DISCARD UPON REMOVAL
DATE:
STAPLE TO CASH MANAGEMENT LOG WITH VALIDATED RECEIPT.

DEPOSIT REPORT.

6/28/10 Store # 00847 5TH & WAVERLY

DEPRP

Business Date: 06-27-2010

Deposit Number: 01

CURRENCY	\$	3391.00
----------	----	---------

COIN	\$	0.88
------	----	------

FOREIGN CURRENCY	\$	0.00
------------------	----	------

Converted	\$	0.00
-----------	----	------

FOREIGN COIN	\$	0.00
--------------	----	------

Converted	\$	0.00
-----------	----	------

TOTAL	\$	3391.88
-------	----	---------

Transfer Numbers to Bank Deposit Slip.

Cash Management Log

DAY: Monday DATE: 06/28/10

SAFE COUNT

NAME	OPEN: <u>Keisha</u>	MID 1: <u>Zakia</u>	MID 2:	MID 3:	CLOSE: <u>Reche</u>					
SAFE COUNT	START	END	START	END	START	END	START	END	START	END
TIME	5:05	2:04	2:10	3PM					5:30	11:50
\$0.01	34	30	24	24					24	18
\$0.05	25	24	22	22					22	22
\$0.10	14	11	7	7					7	5
\$0.25	29	26	24	24					24	21
\$1.00	88	69	114	114					114	97
\$2.00	0	0	0	0					0	0
\$5.00	134	102	101	81					81	47
\$10.00	22	23	23	23					23	24
\$20.00	49	66	101	100					66	77
OTHER \$'s	0	0	0	0					0	0
Total Change Fund	2400	2460	2425	2400					2400	2400
# Tills/Total \$	4/200	Active	Active	Active					Active	4/200
# Till Drops	TL	TL	8	TL					TL	2
Cust. Recov. Cert.	21	21	21	21					21	21
P-Card	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
# Tip Bags	TL	TL	TL	TL					TL	
Comments:										

Report Store Operating Funds

Signature: _____

\$ Amount Entered: \$3200

Attach validated deposit slip/courier slip and deposit bag receipt to this sheet

DEPOSIT INFORMATION

Deposit Prep		Deposit to Bank	
Cash Controller	<u>3-PC SL</u>	Taken By Cash Controller:	
Preparing Deposit:		Date to Bank:	
Start Time:	<u>2:30</u>	Time to Bank:	
Deposit Bag #:	<u>12790175</u>	Deposit Bag #:	
Deposit Witness:	<u>3391.88</u>	Banking Witness:	
Deposit \$:		Bank Validated \$:	
Completion Time:	<u>3PM</u>	Bank Validation Time:	
Change Order \$:	<u>0</u>	Change \$ Received:	
Comments:			

*Deposit Witness confirms that cc initials, completion time, deposit slip amount and sealed deposit bag # are accurately recorded in Deposit Prep section.

*Banking Witness confirms that the cc initials, date and time of cc departure to bank and sealed bag # are accurate and recorded in the Deposit to Bank section.

PARTNER TILL AUDIT #1

Store Manager:	
Date:	
Partner Name:	
Register ID	
Over/Short \$:	
Comments:	

PARTNER TILL AUDIT #2

Store Manager:	
Date:	
Partner Name:	
Register ID	
Over/Short \$:	
Comments:	

PARTNER TILL AUDIT #3

Store Manager:	
Date:	
Partner Name:	
Register ID	
Over/Short \$:	
Comments:	

PARTNER TIP DROP LOG

PARTNER #	INITIALS	DROP BAG #	WITNESS (mandatory)	TIME
1201309	<u>RMR</u>	93160511	<u>W</u>	12:15
1201309	<u>RMR</u>	93160513	<u>W</u>	12:15

PARTNER TIP REMOVAL (weekly)

PARTNER #		INITIALS	
CC WITNESS (mandatory)		TIME	
DROP BAG #S:			

*Witness on tip drop removals must be the scheduled cash controller.

DM VERIFICATION

DM Signature:	Date Reviewed:
Comments:	

Cash Management Log

STORE COMMUNICATIONS

DAY -

DATE -

Good Morning Keisna

1 of the tills have shawed money in it and
 Read the NOTES I left on the Screen
 Tips Bags are locked in Drop Box
 I Broke the Slot

B.

REGISTER 1 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Ileana	93160473	20	2:40
Sade	9932192	RV	

REGISTER 1 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Shorborn	93160554	RV	

REGISTER 2 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Crystal	93160018	20	2:41
Latia	99321929	RV	

REGISTER 2 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Gina	93160552	RV	

REGISTER 3 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 3 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 4 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 4 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

anSource

DATE

6/29/10

DEPOSIT TICKET

CURRENCY	DOLLARS	2689	CENTS	00
COIN				
CHECKS	LIST EACH SEPARATELY			
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				



STARBUCKS COFFEE COMPANY
STORE #847
 6TH & WAVERLY

JPMORGAN CHASE BANK

DEPOSIT PREPARED BY

DATE SL

DEPOSIT VERIFIED BY

PRINT NAME

Kara Slade

DEPOSIT BAG

#127792185

TOTAL

2689.06

PLEASE BE SURE ALL ITEMS ARE PROPERLY ENDORSED.

TOTAL
ITEMS

1

CHECKS AND OTHER ITEMS ARE
 RECEIVED FOR DEPOSIT SUBJECT
 TO THE PROVISIONS OF THE UN-
 IFORM COMMERCIAL CODE OR
 ANY APPLICABLE COLLECTION
 AGREEMENT. DEPOSITS MAY NOT
 BE AVAILABLE FOR IMMEDIATE
 WITHDRAWAL.

TO REORDER
 CALL 1-888-750-4545
 AND REFERENCE
 ORDER #Z3JD9079

DEPOSIT TICKET

847 560201022 77768782

2689.06

Cash Management Log

DAY: Tuesday DATE: 06/28/10

SAFE COUNT

NAME	OPEN: <u>Verona</u>		MID 1:		MID 2:		MID 3:		CLOSE: <u>Verona</u>	
	START	END	START	END	START	END	START	END	START	END
SAFE COUNT										
TIME	<u>5:07</u>	<u>2:40</u>							<u>4:18</u>	<u>7:29</u>
\$0.01	<u>28</u>	<u>10</u>							<u>10</u>	<u>10</u>
\$0.05	<u>22</u>	<u>21</u>							<u>21</u>	<u>21</u>
\$0.10	<u>5</u>	<u>0</u>							<u>0</u>	<u>0</u>
\$0.25	<u>21</u>	<u>16</u>							<u>16</u>	<u>16</u>
\$1.00	<u>47</u>	<u>48</u>							<u>48</u>	<u>48</u>
\$2.00	<u>0</u>	<u>0</u>							<u>0</u>	<u>0</u>
\$5.00	<u>47</u>	<u>13</u>							<u>13</u>	<u>13</u>
\$10.00	<u>24</u>	<u>18</u>							<u>18</u>	<u>18</u>
\$20.00	<u>77</u>	<u>90</u>							<u>90</u>	<u>90</u>
OTHER \$'s	<u>0</u>	<u>1/100</u>							<u>1/100</u>	<u>1/100</u>
Total Change Fund	<u>2405</u>	<u>2400</u>							<u>2400</u>	<u>2391</u>
# Tills/Total \$	<u>4200</u>	<u>active</u>							<u>2391</u>	<u>20200</u>
# Till Drops	<u>11</u>	<u>TL</u>							<u>11</u>	<u>TL</u>
Cust. Recov. Cert.	<u>21</u>	<u>21</u>							<u>21</u>	<u>21</u>
P-Card	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>
# Tip Bags	<u>11</u>	<u>TL</u>							<u>11</u>	<u>TL</u>
Comments:										

Report Store Operating Funds

Signature: _____

\$ Amount Entered: _____

Attach validated deposit slip/courier slip and deposit bag receipt to this sheet

DEPOSIT INFORMATION

Deposit Prep		Deposit to Bank	
Cash Controller	<u>John SL</u>	Taken By Cash Controller:	<u>John SL</u>
Preparing Deposit:		Date to Bank:	<u>5:40</u>
Start Time:	<u>5:15</u>	Time to Bank:	<u>6:29/10</u>
Deposit Bag #:	<u>127792185</u>	Deposit Bag #:	<u>127792185</u>
Deposit Witness:	<u>John SL</u>	Banking Witness:	<u>John SL</u>
Deposit \$:	<u>2084.06</u>	Bank Validated \$:	<u>2084.06</u>
Completion Time:	<u>5:29</u>	Bank Validation Time:	<u>5:40</u>
Change Order \$:	<u>0</u>	Change \$ Received:	<u>0</u>
Comments:	<u>+1.23</u>		Comments:

*Deposit Witness confirms that cc initials, completion time, deposit slip amount and sealed deposit bag # are accurately recorded in Deposit Prep section.

**Banking Witness confirms that the cc initials, date and time of cc departure to bank and sealed bag # are accurate and recorded in the Deposit to Bank section.

PARTNER TILL AUDIT #1

Store Manager:	
Date:	
Partner Name:	
Register ID	
Over/Short \$:	
Comments:	

PARTNER TILL AUDIT #2

Store Manager:	
Date:	
Partner Name:	
Register ID	
Over/Short \$:	
Comments:	

PARTNER TILL AUDIT #3

Store Manager:	
Date:	
Partner Name:	
Register ID	
Over/Short \$:	
Comments:	

PARTNER TIP DROP LOG

PARTNER #	INITIALS	DROP BAG #	WITNESS (mandatory)	TIME
<u>11629627</u>	<u>TW</u>	<u>BF93160711</u>	<u>[Signature]</u>	<u>1145P</u>
<u>"</u>	<u>TW</u>	<u>9321949</u>	<u>[Signature]</u>	<u>1145P</u>
<u>"</u>	<u>TW</u>	<u>93160715</u>	<u>[Signature]</u>	<u>1145P</u>

PARTNER TIP REMOVAL (weekly)

PARTNER #		INITIALS:	
CC WITNESS (mandatory):		TIME:	
DROP BAG #'S:			

*Witness on tip drop removals must be the scheduled cash controller.

DM VERIFICATION

DM Signature:	Date Reviewed:
Comments:	

Cash Management Log

STORE COMMUNICATIONS

DAY - Wednesday

DATE - 06-30-10

REGISTER 1 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Sarah	99321925	DV	5:29 PM

REGISTER 1 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Brian T. F. H.	BF 93160544 9316070	KT PV	11:15

REGISTER 2 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Deana Mar. BL	93160548 93160671	2P PV	11:15

REGISTER 2 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
Whittic T. FF	BF 93160536 93160669	KT PV	12:00

REGISTER 3 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 3 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 4 TOP

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

REGISTER 4 BOTTOM

TILL DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME

CHASE

CHASE

Open a Home Equity Line of Credit,
Consolidate your bills,
Remodel your home, Pay for college,
Talk to a Personal Banker today!

My Transaction Summary

CHASE

Transaction #72
Account Number Ending In: 8782
Checking Deposit \$2,757.19
Cash Amount \$2,757.19

Further review may result in delayed
availability of this deposit

CHASE

JPMorgan Chase Bank, N.A.
W 14th Street, Branch 000025
1-800-935-9935
Member FDIC, Equal Housing Lender
Please keep your receipt
06/30/2010 14:46

Business Date 06/30/2010
Session #42

Thank you - Dianne
Cashbox #01

5E

TranSource

DATE 6/30/10 DEPOSIT TICKET

DOLLARS		CENTS
CURRENCY	2757	19
COIN		
CHECKS		
LIST EACH SEPARATELY		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
DEPOSIT PREPARED BY	J. S. S.	
DEPOSIT VERIFIED BY	Krista Tuck	
PRINT NAME	Zakia Slade	
DEPOSIT BAG #	127921829	
TOTAL	2757	19



STARBUCKS COFFEE COMPANY
STORE #847
6TH & WAVERLY

JPMORGAN CHASE BANK

\$

2757.19

TO REORDER
CALL 1-888-750-4545
AND REFERENCE
ORDER #Z3JD9079

TOTAL
ITEMS

CHECKS AND OTHER ITEMS ARE
RECEIVED FOR DEPOSIT SUBJECT
TO THE PROVISIONS OF THE UNI-
FORM COMMERCIAL CODE OR
ANY APPLICABLE COLLECTION
AGREEMENT. DEPOSITS MAY NOT
BE AVAILABLE FOR IMMEDIATE
WITHDRAWAL.

PLEASE BE SURE ALL ITEMS ARE PROPERLY ENDORSED.

DEPOSIT TICKET

⑈847⑈ ⑈560201022⑈

⑈777168782⑈

STARBUCKS COFFEE COMPANY DEPOSIT RECORD GRAND TOTAL: \$-----
DO NOT DISCARD UPON REMOVAL. NOTE:-----
STAPLE TO CASH MANAGEMENT LOG WITH VALIDATED RECEIPT.

127792182

DEPOSIT REPORT

6/30/10 Store # 00847 6TH & WAVERLY DEPRPT

Business Date: 06-29-2010
Deposit Number: 01

CURRENCY	\$	2757.00
COIN	\$	0.19
FOREIGN CURRENCY	\$	0.00
Converted	\$	0.00
FOREIGN COIN	\$	0.00
Converted	\$	0.00
TOTAL	\$	2757.19

Transfer Numbers to Bank Deposit Slip.

Cash Management LogDAY: TUESDAY DATE: 6/30/10**SAFE COUNT**

NAME	OPEN: <u>Reina</u>	MID 1:	MID 2:	MID 3:	CLOSE: <u>PAZ</u>	
SAFE COUNT	START	END	START	END	START	END
TIME	<u>5:55</u>	<u>12:00</u>			<u>3:00</u>	
\$0.01	<u>54</u>	<u>52</u>			<u>52</u>	<u>48</u>
\$0.05	<u>21</u>	<u>21</u>			<u>21</u>	<u>17</u>
\$0.10	<u>31</u>	<u>29</u>			<u>29</u>	<u>21</u>
\$0.25	<u>46</u>	<u>44</u>			<u>44</u>	<u>35</u>
\$1.00	<u>210</u>	<u>209</u>			<u>260</u>	<u>220</u>
\$2.00	<u>0</u>	<u>0</u>			<u>0</u>	<u>0</u>
\$5.00	<u>263</u>	<u>248</u>			<u>250</u>	<u>220</u>
\$10.00	<u>4</u>	<u>1</u>			<u>1</u>	<u>1</u>
\$20.00	<u>6</u>	<u>11</u>			<u>11</u>	<u>28</u>
OTHER \$'s	<u>0</u>	<u>0</u>			<u>0</u>	<u>0</u>
Total Change Fund	<u>2369</u>	<u>2382</u>			<u>0</u>	<u>2403</u>
# Tills/Total \$	<u>4200</u>	<u>Active</u>			<u>2393</u>	<u>4020</u>
# Till Drops	<u>TL</u>	<u>TL</u>			<u>Active</u>	<u>4</u>
Cust. Recov. Cert.	<u>20</u>	<u>20</u>			<u>TL</u>	<u>10</u>
P-Card	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>	<u>Y/N</u>
# Tip Bags	<u>TL</u>	<u>TL</u>			<u>TL</u>	<u>TL</u>
Comments:						

Report Store Operating Funds

Signature:	\$ Amount Entered:
------------	--------------------

Attach validated deposit slip/courier slip and deposit bag receipt to this sheet

DEPOSIT INFORMATION

Deposit Prep	Deposit to Bank
Cash Controller: <u>Reina</u>	Taken By Cash Controller: <u>Reina</u>
Preparing Deposit: <u>11:20</u>	Date to Bank: <u>6/30/10</u>
Start Time: <u>11:20</u>	Time to Bank: <u>1:25 PM</u>
Deposit Bag #: <u>127792182</u>	Deposit Bag #: <u>127792182</u>
Deposit Witness: <u>Reina</u>	Banking Witness: <u>Reina</u>
Deposit \$: <u>2757.19</u>	Bank Validated \$: <u>2757.19</u>
Completion Time: <u>11:45</u>	Bank Validation Time: <u>2:46</u>
Change Order \$:	Change \$ Received:
Comments: <u>(2.90)</u>	Comments:

*Deposit Witness confirms that cc initials, completion time, deposit slip amount and sealed deposit bag # are accurately recorded in Deposit Prep section.

**Banking Witness confirms that the cc initials, date and time of cc departure to bank and sealed bag # are accurate and recorded in the Deposit to Bank section.

PARTNER TILL AUDIT #1

Store Manager:
Date:
Partner Name:
Register ID:
Over/Short \$:
Comments:

PARTNER TILL AUDIT #2

Store Manager:
Date:
Partner Name:
Register ID:
Over/Short \$:
Comments:

PARTNER TILL AUDIT #3

Store Manager:
Date:
Partner Name:
Register ID:
Over/Short \$:
Comments:

PARTNER TIP DROP LOG

PARTNER #	INITIALS	DROP BAG #	WITNESS (mandatory)	TIME

DM VERIFICATION

DM Signature:	Date Reviewed:
Comments:	

PARTNER TIP REMOVAL (weekly)

PARTNER #	<u>1240821</u>	INITIALS	<u>KT</u>
CC WITNESS (mandatory)	<u>AVR</u>	TIME	<u>10:00</u>
DROPPED BAG #S:			
<u>1B459 63287 1B459 63283</u>			
<u>1B459 63288 1B459 63290</u>			
<u>1B459 63292 1B459 63289</u>			
<u>1B459 63285</u>			
<u>1B459 63284</u>			
<u>1B459 631293</u>			
<u>1B459 63286</u>			

*Witness on tip drop removals must be the scheduled cash controller.

[illegible]

TILL DROP LOG

[illegible]

TILL DROP LOG

[illegible]

FILE DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
ILEANA	93160721	2P	11:19
ATINA	93160550	PJ	8:06pm

HILL DROP LOG

PARTNER NAME	DROP-BAG #	CC INITIALS	TIME
Sherbon T. Cherry	93160517 93160542	P.V RHR	3:23 PM 10:24 PM

TILL DROP LOG

[illegible]

TILL DROP LOG

[illegible]

THE DROP LOG

PARTNER NAME	DROP BAG #	CC INITIALS	TIME
	2		
	2		

TILL DROP LOG

[illegible]